

SITE-SPECIFIC SECURITY PROCEDURE MANUAL



Security Services provided by Universal Protection Service



TABLE OF CONTENTS



| | |
|---|----|
| • Introduction..... | 3 |
| • Emergency Contacts..... | 4 |
| • Emergency Procedures..... | 6 |
| ○ Fire Procedures..... | 7 |
| ▪ Fire Alarm Checklist..... | 8 |
| ▪ Fire Alarm Notification..... | 9 |
| ▪ Fire Evacuation Plans/Maps..... | 10 |
| ▪ Security Officers' Fire Alarm Responsibilities..... | 20 |
| ○ Severe Weather Procedures..... | 30 |
| ○ Weapons/Emergency Lockdown Procedures..... | 38 |
| ○ Bomb Threats/Suspicious Package Procedures..... | 44 |
| ▪ Bomb Threat Data Form..... | 48 |
| ○ Leaks/Spills Procedures..... | 49 |
| ○ Missing/Found Child Action Plans..... | 50 |
| • UPS Security General Expectations..... | 52 |
| ○ Customer Service Responsibilities | 53 |
| ○ Media Relations Policies..... | 53 |
| ○ Confidentiality Policies..... | 53 |
| ○ Smoking Policies..... | 54 |
| ○ Telephone Etiquette..... | 54 |
| ○ Radio Procedures..... | 54 |
| ○ Site Familiarity..... | 54 |
| ○ Equipment Use Policies/Procedures..... | 55 |
| • ALPLM Security Post Duties..... | 57 |
| ○ Control Center Duties..... | 57 |
| ○ Employee Entrance Duties..... | 58 |
| ○ Gateway Duties..... | 59 |
| ○ Illinois Gallery Duties..... | 60 |
| ○ Library Duties..... | 61 |
| ○ Museum Patrol Duties..... | 63 |
| ○ Treasures Gallery Duties..... | 64 |
| ○ Union Square Park/Union Station Duties..... | 65 |
| ○ Security Supervisor Duties..... | 66 |
| • Access Control Policies & Procedures..... | 67 |
| ○ ID Card & Key Issuance..... | 67 |
| ○ Bag Inspections..... | 68 |
| ○ School Tours..... | 69 |
| ○ After-Hours Events..... | 70 |
| ○ Animals..... | 70 |
| ○ Parking..... | 71 |
| • Patrol Rounds..... | 72 |
| • Security Personnel Sign-Off Form..... | 74 |
| • Post Orders Training Checklist..... | 75 |

Introduction

These guidelines are designed to promote the safety and well-being of all people working at or visiting the Abraham Lincoln Presidential Library and Museum (ALPLM). You are required to be completely familiar with the policies and procedures set forth in this document. If you have any questions, or should encounter a situation not covered in these Post Orders, contact your supervisor to obtain specific instructions. Always use common sense and discretion. Also, ALWAYS contact the designated client representative(s) following an emergency situation of any nature.

This manual summarizes the primary responsibilities of Security Officers assigned to this site. Keep in mind that all ALPLM and UPS Security policies always apply and that the Post Orders must be periodically reviewed and updated as necessary.

Emergency Contacts



Call **911** in the event of a life-threatening emergency.

When calling 9-1-1 for an emergency:

- Give the address and name of the facility.
 - Abraham Lincoln Presidential Library
112 North Sixth Street
 - Abraham Lincoln Presidential Museum
212 North Sixth Street
 - Union Station
500 E. Madison
 - Parking Garage
313 N. Sixth Street
- Give the telephone number you are calling from and your name.
- Explain the nature of the problem and any special circumstances.
- Tell the dispatcher where someone will meet the emergency responders.
- Do not hang up until the dispatcher tells you to do so.

| | |
|---|-----------------------|
| Ambulance..... | 911 |
| UPS Security Lombard Office..... | (630) 366-4100 |
| UPS Security (24-Hour) Dispatch..... | (630) 366-4100 |
| UPS Security Division Manager..... | Cell # (630) 742-9846 |
| Springfield Fire Department (non-emergency number)..... | (217) 788-8468 |
| Springfield Police Department (non-emergency number)..... | (217) 788-8311 |

ALPLM Telephone Contact Numbers

As soon as possible, call the following organizations/individuals according to the type of identified emergency. Always leave a voice mail message if you do not reach anyone and continue calling until everyone is notified or you are instructed otherwise.

Note:

Do not give out these numbers without specific permission from the client(s).

Fire Alarms & Security Alarms

| | |
|--------------------------------|-------------------|
| Simplex (Fire Alarms) | 1- (800) 747-8787 |
| A-1 Security (Security Alarms) | (217) 744-7575 |
| Illinois State Police | (217) 786-6677 |
| Springfield Police Dept. | (217) 788-8311 |
| Springfield Fire Dept. | (217) 788-8444 |
| Sangamon County Sheriff | (217) 753-6666 |

| | |
|------------------------------|---------------------------|
| UPS Security Account Manager | Office: (217) 558-8987 |
| | Bus. Cell: (217) 381-7936 |
| Director of Security | Office: N/A |
| ALPLM Director | Office: (217) 558-8879 |
| Technical Director | Office: (217) 558-8927 |
| | Cell: (217) 280-1358 |
| | Nextel: 75 |

Maintenance (217) 785-7959
(Elevators, plumbing, water, electrical, & cleaning)

- Water
- Electric
- Elevator
 - KONE Elevator: (217) 544-5461

Telephone

| | |
|-------------|------------------------|
| IT Director | Office: (217)-557-6897 |
| | Cell: (217)-494-6842 |

Computer

| | |
|---------------|------------------------|
| IT Technician | Office: (217) 558-8915 |
| | Cell: (217)-280-1361 |
| IT Technician | Office: (217) 558-8916 |
| | Cell: (217)-622-7740 |

Emergency Procedures –

Your primary responsibilities as a Security Officer at this site are to protect the property and the people working at or visiting the building, maintain order, and to provide friendly, attentive customer service at all times.

In order to protect the premises and occupants, you must remain vigilant and exercise good judgment at all times. It is crucial for all Security Officers to know their specific responsibilities in the event of an emergency situation so that they can take immediate action without having to review procedures. Each Security Officer is responsible for learning the correct emergency response procedures for the site(s) to which they are posted.

Emergency Policies & Procedures

During an emergency situation, time is of the utmost importance. In order to ensure the safest and quickest evacuation of the ALPLM and to protect its employees, visitors, exhibits and artifacts, the following procedures have been established for ALPLM staff, volunteers, contractual workers and contractors to follow in the event of an emergency.

It is important the procedures contained herein are discussed several times a year by the managers of each department with their personnel, volunteers and contract employees so a safe and orderly evacuation can take place. Although defined responsibilities are listed herein to be performed by Security Department personnel, all staff members should be cognizant of the need to direct guests to emergency exits. All ALPLM employees should be aware of the location of all emergency exits and stairwells throughout the building. In the event of any emergency, all staff members should remain calm and proceed in an orderly fashion to the nearest emergency exit and report to their designated assembly area.

Fire Procedures



FIRE ALARM CHECKLISTS

Fire Alarm Activation:

Date: _____

- _____ Call 9-1-1 to confirm that the fire department is on the way.
- _____ Evacuate the building(s).
- _____ Check the building(s), if safe to do so, to ensure that all have evacuated.
- _____ Have Security Supervisor or designee meet the FD at the Madison Street stairway door.
- _____ Security Officers should assist in moving patrons to the designated evacuation locations.
- _____ Ensure that no one enters the building(s) until the FD has given the authorization.
- _____ Notifications

Re-Entry following a Fire Alarm:

- _____ After the FD has given the authorization & the fire alarm system has been re-set.
- _____ Notify the Front Entry Manager ASAP (via the fastest way possible). Employees must re-enter first in order to prepare for the patrons to re-enter. Employees may enter through either the front entrance or the employee entrance.
 - _____ Front Entry Ready
 - _____ Show Systems Ready
 - _____ Volunteers Ready
 - _____ Ushers (Site Interpreters) Ready
 - _____ Gift Shop Ready
 - _____ Café Ready
 - _____ Security Officers Ready

FIRE ALARM NOTIFICATIONS

Note: Always attempt to call UPS Security Account Manger first. If no answer, call ALPLM Director.

| | | |
|-------|---|----------------------------|
| _____ | UPS Security Account Manager | (217) 381-7936 |
| _____ | ALPLM Director | Office: 558-8879 Cell: |
| _____ | IHPA Chief of Staff | Office: 785-5056 Cell: |
| _____ | IHPA Facility Manager | Office: 785-9383 Cell: |
| _____ | Acting Chief Engineer: (Call Security Desk) | 558-8988 |
| _____ | Front Entry Manager | 280-1324 |
| _____ | Director of Museum Programs | 306-6321 |
| _____ | Technical Director | 280-1358 Cell: 899-0333 |

Fire Evacuation Plan Overview – ALPLM & Union Station

The following is a Fire Emergency Evacuation Plan for the Abraham Lincoln Presidential Library and Museum and Union Station. Please review before an actual fire emergency. Familiarize yourself with evacuation procedures and routes, locations of exits and assembly areas, and locations of fire alarm pull stations.

- 1) If you discover a fire, immediately find the nearest pull station and activate the fire alarm.
- 2) When you hear the alarm, you will evacuate (unless previously notified of a Fire Alarm Test). Do **not** take time to retrieve personal items or belongings unless they are immediately at hand. Do not assume that the alarm is a false alarm.
- 3) Exit the building as quickly as possible, using the nearest exit to get out of the building.
- 4) Advise and assist patrons and other visitors in your area and along your evacuation route to exit the building. Close, but do not lock, all doors in your area and along your evacuation route as you leave the building. All automatic doors are controlled in the Security Control Room.
- 5) DO **NOT** USE THE ELEVATORS.
- 6) Supervisors must make sure that all personnel have evacuated their work areas.
- 7) If the area is smoke-filled, keep your body close to the floor and stay low while moving toward the nearest safe exit.
- 8) ***Feel*** doors before opening them. If they feel hot, do **NOT** open them. Find another route to an exit. If you are in an enclosed room and the door feels hot, block the bottom of the door to keep out smoke. If you are trapped and have access to a working telephone, call the Fire Department (911) and give them your location.
- 9) Exit the building to the outside street level, move to your assembly area, and report to your department supervisor.
- 10) Department supervisors will take a personnel count and report the number missing to the Security Officers in the assembly area. The Security Officer will report the count and department to the Director of Security or Security Manager, who will then report the count to the fire department. Individuals should report any missing staff persons to their supervisor.
- 11) Remain at the assembly location until notified by your department supervisor that it is safe to re-enter the building. The Director of Security (or a Security Supervisor) will notify the department supervisors when to return.
- 12) When notified that you can reenter the building, move to your work area and secure your work station.
- 13) In case of a power outage, the ALPLM has an emergency generator which will supply emergency lighting and power to the ALPLM complex.

NOTE: If an evacuation is required for other than a fire emergency, the same evacuation procedures would be followed (unless circumstances dictate otherwise).

During an Emergency:

Upon activation of the Notifier Alarm/Speaker System or other notification of an evacuation, all staff and volunteers will leave immediately. They are **NOT** to attempt to verify the alarm as false.

- Remain calm; walk, don't run.
- If anyone needs assistance, notify the Security Control Center (558-8988) or Library Security Desk (217-558-8869) and then exit the area.
- The last person exiting each work area should close (but do **not** lock) the door.
- Proceed to the nearest stairwell emergency exit - *Do Not Use Elevators*. Consider using alternate exits if possible, as the main entrance may be crowded with visitors also exiting. Feel all doors for heat before opening, watch for smoke or flames and be sure you are not entering a dangerous area. If you cannot locate an exit due to smoke, attempt to locate a telephone and call the Security Control Center (558-8988) (cell 725-8479), Library (217-558-8869), or (911) immediately.
- Exit the ALPLM carefully and take care not to interfere with responding emergency personnel.

- Proceed to your assigned assembly areas for a headcount of staff.
- Each department is responsible for personnel accountability procedures.
- Managers must immediately report any missing personnel to an ALPLM Security Officer. Provide the staff members' name and last known location.
- Do not reenter the ALPLM unless instructed to do so by a Security Supervisor.
- *See Attached: Museum Emergency Exit Map.*
- *See Attached: Library Emergency Exit Map.*
- *See Attached: Union Station Emergency Exit Map.*

Fire Evacuation Plan – Abraham Lincoln Presidential Library

Please review before an actual fire emergency. Familiarize yourself with evacuation procedures and routes, locations of exits and assembly areas, and locations of fire alarm pull stations.

1. If you discover a fire, immediately find the nearest pull station and activate the fire alarm.
2. Whenever you hear the alarm sound, you must evacuate the building (unless previously notified that the alarm is being tested). Do **not** take time to retrieve personal items unless they are immediately at hand.
3. **DO NOT USE THE ELEVATORS DURING A FIRE EMERGENCY.**
4. Prior to opening a door, use the back of your hand to feel for heat. If it is hot, use another exit.
5. If trapped in a room by the fire or smoke, use available materials to fill the gap between the bottom of the door and the floor. Use an available telephone to call for help (911) or hang something out the window for responding rescue personnel to observe.
6. Advise and assist patrons and other visitors in your area to exit the building via designated evacuation routes.
7. Disabled and/or wheelchair patrons –
 - (a) Library stairwells are equipped with an emergency assistance call button. One person from each department will be designated to assist disabled persons to the stairwell(s).
 - (b) The call button will sound an alarm at the security area and all stairwells have a two (2) hour fire protection area. Firemen will respond to this area immediately upon arrival. A Security Officer shall remain with the evacuees until arrival of the fire department.
8. Close, but do not lock, all doors in your area and along your evacuation route as you leave the building.
9. Exit the building as quickly as possible. Use the nearest and safest exit to get out of the building.
10. Do **not** re-enter the building until the “All Clear” has been given.

Assembly Areas: Library

- a) Basement/stacks area divided in half:
 - On the north side, use the north stairwell; exit via the main entrance and assemble on the east side of the Library parking lot.
 - On the south side, use the south stairwell; exit via the south door and assemble on the east side of the Library parking lot.
- b) First Floor
 - For people in the Lincoln Round Room, Lincoln Collection & Volunteer Offices, use the exit at the employees' entrance/exit and assemble on the east side of the Library parking lot.
 - For people in the Reading Room & Class Room, use the exit at the main entrance/exit & assemble on the east side of the Library parking lot.
 - For people in the Computer Lab, holding area, and reference work room, use the south exit door & assemble on the east side of the Library parking lot.

c) Second Floor

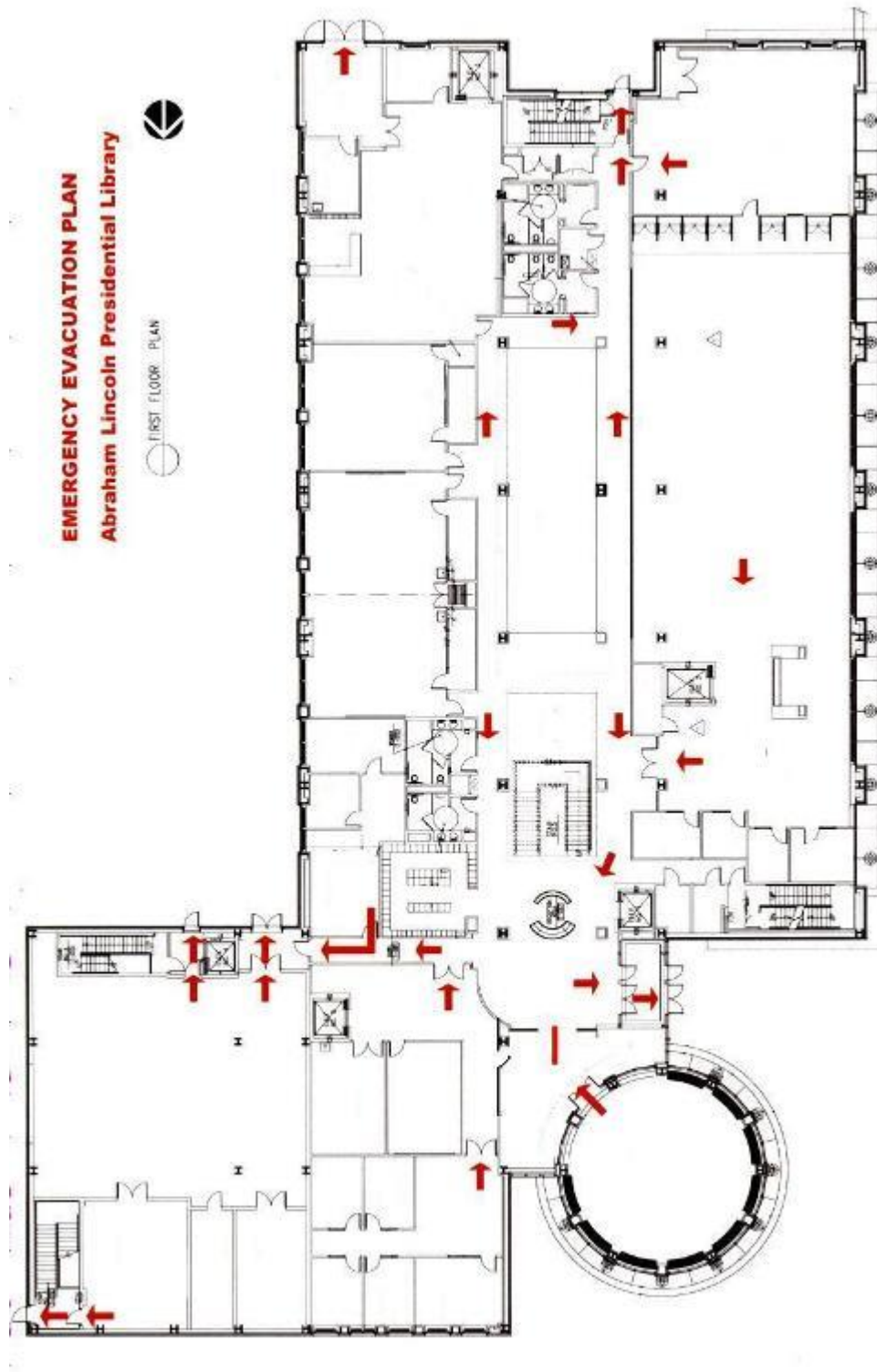
- For people in the Mechanical, Multi-purpose, Pre-function Area, Governor's Conference Room, Manuscripts Reading Room & Manuscripts Stacks, use the north stairwell; proceed to the main entrance/exit & assemble on the east side of the Library parking lot.
- For people in the Microfilm Department, Microfilm Stacks, Audio-Visual Department & Audio-Visual Stacks, use the south stairwell; exit via the south door & assemble on the east side of the Library parking lot.

d) Third Floor

- For people in the Mechanical, Administration, Microfilm Lab, use the north stairwell; exit via the main entrance/exit door & assemble on the east side of the Library parking lot.
- For people in the Conservation Lab, Employee Lounge, Cataloging Department, Photography Department, and Engineers, use the South stairwell; exit via the south door and assemble on the east side of the Library parking lot.

Once the "All Clear" is given by the fire department, all personnel in the assembly area will be informed that it is safe to enter the building. Security Officers will immediately return to their duty stations and put all alarm and monitoring systems back to normal operation. Guests and patrons will be allowed back inside the Museum, using the main entrances, after all safety and security issues are resolved and after all floor staff and volunteers are back at their assigned locations and the shows and programs are reset. **Employees should use the closest entrance, while all patrons will use the front entrance.**

[See attached evacuation map]



Fire Evacuation Plan – Abraham Lincoln Presidential Museum

Please review before an actual fire emergency. Familiarize yourself with evacuation procedures and routes, locations of exits and assembly areas, and locations of fire alarm pull stations.

1. If you discover a fire, immediately find the nearest pull station and activate the fire alarm.
2. Whenever you hear the alarm sound, you must evacuate the building (unless previously notified that the alarm is being tested). Do **not** take time to retrieve personal items unless they are immediately at hand.
3. **DO NOT USE THE ELEVATORS DURING A FIRE EMERGENCY.**
4. Prior to opening a door, use the back of your hand to feel for heat. If it is hot, use another exit.
5. If trapped in a room by the fire or smoke, use available materials to fill the gap between the bottom of the door and the floor. Use an available telephone to call for help (911) or hang something out the window for responding rescue personnel to observe.
6. Advise and assist patrons and other visitors in your area to exit the building via designated evacuation routes.
7. Close, but do not lock, all doors in your area and along your evacuation route as you leave the building.
8. Exit the building as quickly as possible. Use the nearest and safest exit to get out of the building.
9. Do not re-enter the building until the “All Clear” has been given.

Assembly Areas: Museum

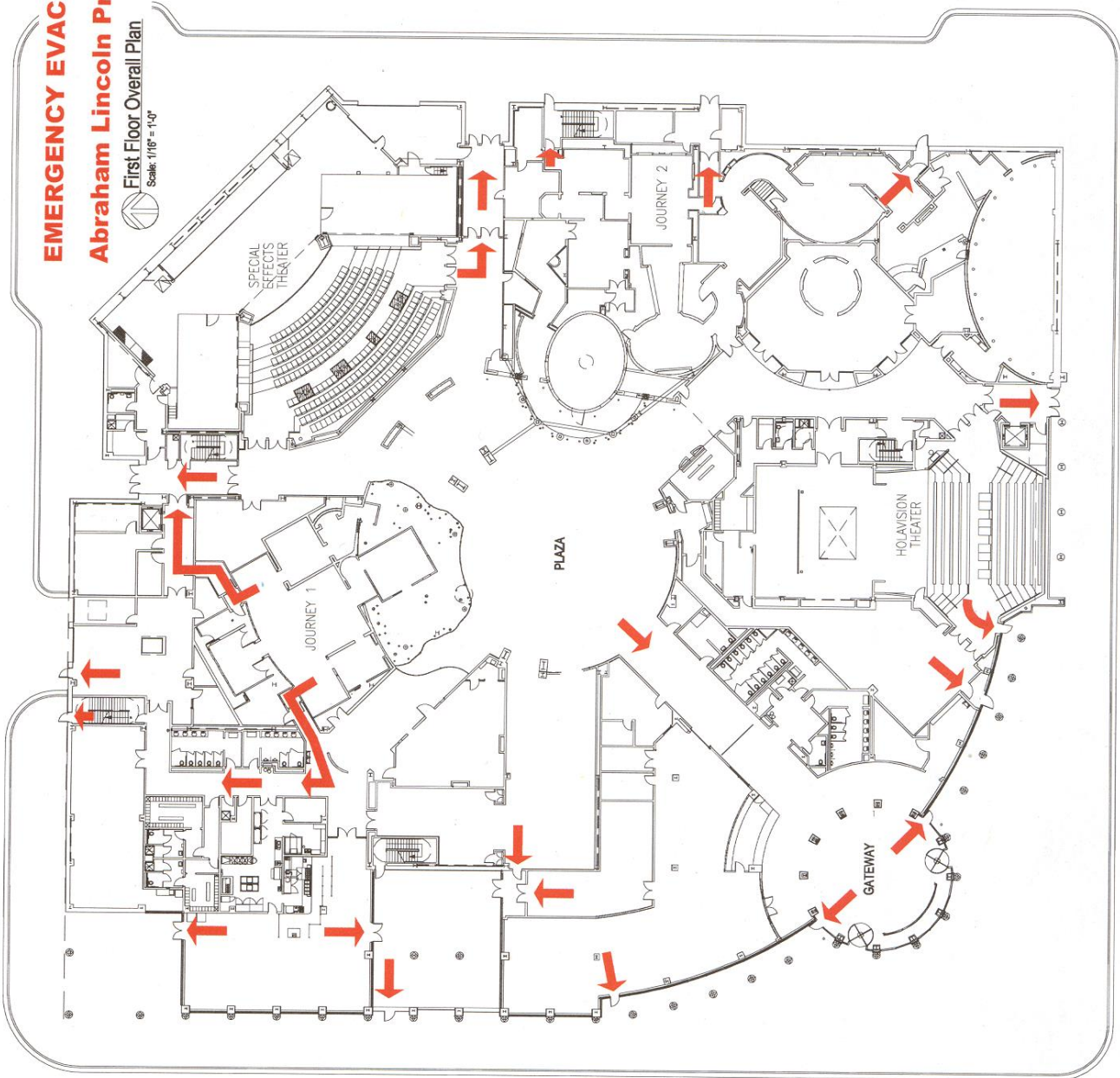
- a. Union Square Park area corner
 - Holovision Theater (Ghost of the Library) Pre-show area exits
 - Retail Store exits
 - Illinois Gallery exits
 - Mrs. Lincolns Attic (exit through café)
 - Café (Restaurant) exits
 - 2nd and 3rd Floor exits leading to 6th Street
 - Gateway exits
- b. 7th Street and Madison Street in Horace Mann Parking Lot (Either NW or SW corners)
 - Journey 1 and Loading Dock exits (NW corner)
 - Eyes of Lincoln Theater both exits (NW corner for west exits; SW corner for west exits)
 - Journey II exits (SW corner)
 - Treasures Gallery exits (SW corner)
 - Holovision Theater (SW corner)
 - 2nd and 3rd floor exits on 7th Street (SW corner)

Once the “All Clear” is given by the fire department, all personnel in the assembly area will be informed that it is safe to enter the building. Security Officers will immediately return to duty stations and put all alarm and monitoring systems back to normal operation. Guests and patrons will be allowed back inside the Museum, using the main entrances, after all safety and security issues are resolved and after all staff and volunteers are back at their assigned locations and the shows and programs are reset. **Employees should use the closest entrance, while all patrons will use the front entrance.**

[See attached evacuation map]

EMERGENCY EVACUATION PLAN
Abraham Lincoln Presidential Museum

First Floor Overall Plan
 Scale: 1/16" = 1'-0"



Fire Evacuation Plan – Union Station

Please review before an actual fire emergency. Familiarize yourself with evacuation procedures and routes, locations of exits and assembly areas, and locations of fire alarm pull stations.

1. If you discover a fire, immediately find the nearest pull station and activate the fire alarm.
2. Whenever you hear the alarm sound, you must evacuate the building (unless previously notified that the alarm is being tested). Do **not** take time to retrieve personal items unless they are immediately at hand.
3. **DO NOT USE THE ELEVATORS DURING A FIRE EMERGENCY.**
4. Prior to opening a door, use the back of your hand to feel for heat. If it is hot, use another exit.
5. If trapped in a room by the fire or smoke, use available materials to fill the gap between the bottom of the door and the floor. Use an available telephone to call for help (911) or hang something out the window for responding rescue personnel to observe.
6. Advise and assist patrons and other visitors in your area to exit the building via designated evacuation routes.
7. Close, but do not lock, all doors in your area and along your evacuation route as you leave the building.
8. Exit the building as quickly as possible. Use the nearest and safest exit to get out of the building.
9. Do not re-enter the building until the “All Clear” has been given.

Evacuation Routes –

Basement:

Go to the stairway located at the southwest corner of the main basement area. Go up the stairs to the first floor, turn left and then exit the building using either the northwest or the southwest main entrances. Assemble at the center of Union Square Park.

First Floor:

- East End- Exit the building using either the northeast or southeast main entrances. Assemble at the center of Union Square Park.
- West End- Exit the building using either the northwest or the southwest main entrances. Assemble at the center of Union Square Park.

Mezzanine:

Go to the stairway located at the southwest corner of the mezzanine. Go down the stairs to the first floor, turn left and then exit the building using either the northwest or the southwest main entrances. Assemble at the center of Union Square Park.

Second Floor:

Do **not** use the center stairs.

- East End- Go to the east end stairway and go down the stairs. Exit the building using the east door. Assemble at the center of Union Square Park.
- West End- Go to the west end stairway and go down the stairs. Exit the building using the west door. Assemble at the center of Union Square Park.

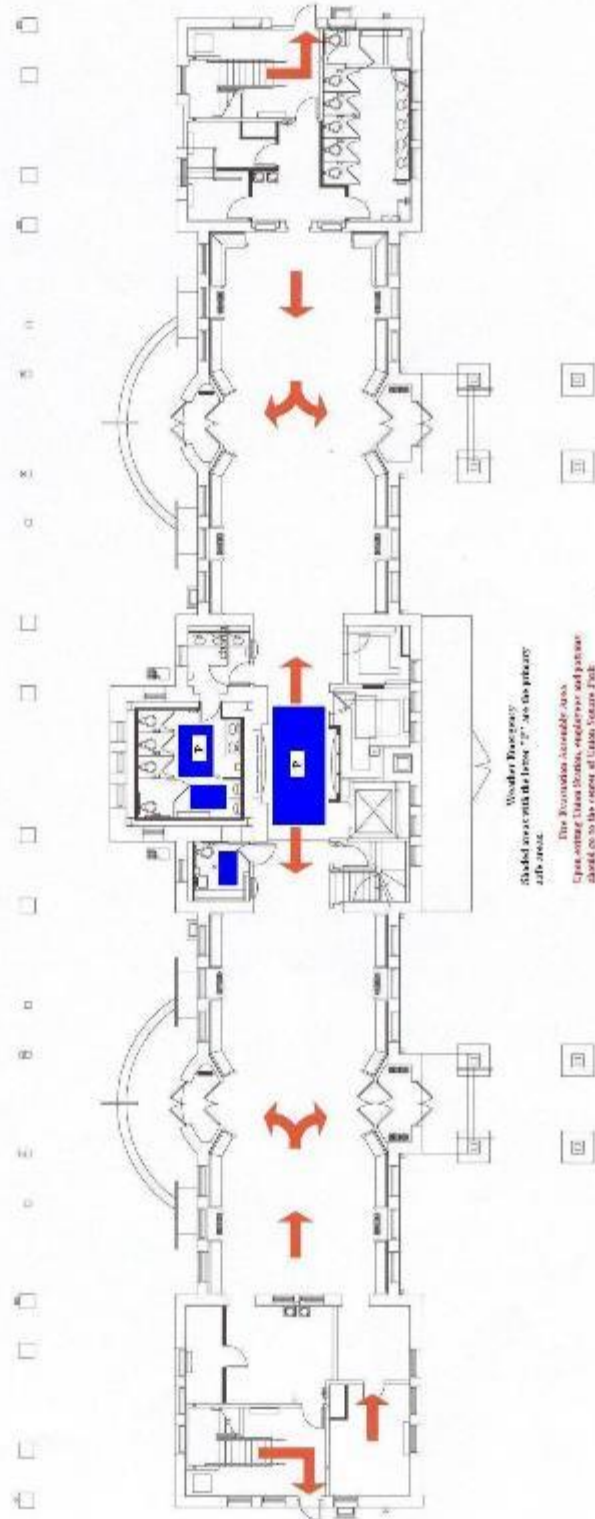
Bell/Clock Tower:

Go down the spiral stair case to the second floor. Go to either the east end or west end stairways and go down the stairs and exit the building. Assemble at the center of Union Square Park

Once the “All Clear” is given by the fire department, all personnel in the assembly area will be told it is safe to enter the building. Security Officers will immediately return to duty stations and put all alarm and monitoring systems back to normal operation. Guests and patrons will be allowed back inside Union Station, using the main entrances, after all safety and security issues are resolved and after all floor staff and volunteers are back at their assigned locations. **Employees should use the closest entrance, while all patrons will use the front entrance.**

[See attached evacuation map]

EMERGENCY EVACUATION PLAN **Union Station** **First Floor**





Fire Emergency Planning

Planning, practice, training and plan modification as needed are the keys to a successful emergency evacuation. The Security Department retains the primary responsibility to institute and execute an emergency evacuation, with the assistance of Museum Staff and Volunteers as indicated in this plan. All staff members of the ALPLM should be fully aware of their responsibilities in the event of an emergency situation and should respond appropriately. Security Supervisors on all shifts will be responsible for reviewing with shift Security Officers their responsibilities as outlined in this plan. The procedures listed below are designed to cover a basic emergency evacuation of the ALPLM and are **not** designed around a specific scenario. Unforeseen circumstances of a particular event may dictate modifying the procedures and protocols described to achieve the goal of safely evacuating the ALPLM under those specific circumstances. Prior to any emergency, all Security and staff personnel should familiarize themselves with the location of all emergency staircases and emergency exits. Security personnel should be aware of stairwells that may be closed or blocked due to construction projects. The locations of all fire extinguishers, fire hoses, as well as “standpipes”, should be known to all Security personnel. Security Supervisors should know their individual responsibilities and direct their available resources to effectively evacuate and secure the ALPLM. The resources available to them include all Security personnel including contract staff, guest relations’ personnel and housekeeping staff depending upon time and day of the week. Security personnel should also be aware that first response by emergency personnel will generally be to the South Door and North Door at the employee entrance, where the primary fire alarm panel is located. Emergency circumstances may require first responders to change locations.

Before an Emergency:

- The Security Manager and Director of Security (or his designee) will be available for consultation with all departments, if requested, to develop an effective emergency evacuation plan for their personnel.
- The Security Manager will ensure the ALPLM Security Staff on all shifts are continually trained and updated regarding their responsibilities in an emergency evacuation.
- Facility Planning and Operations will ensure that the Security Manager and the Director of Security are kept up-to-date on construction projects that affect the availability of emergency exits.
- Facility Planning and Operations will ensure that all exits are kept clear of construction debris, snow and other objects that might hinder a safe exit.
- Facility Planning and Operations will ensure that all emergency exit signs are properly illuminated and provide proper directions for exiting the building.
- The Director of Security (or his designee) will convene a committee once a year in the first week of January to evaluate and modify the current emergency evacuation plan (if needed).

This Committee will consist of:

Director of Security
ALPLM Director & Deputy Director
Manager of UPS Security
Representative from Buildings and Grounds
Guest Services Manager
Front Entry Manager
Representative from Library
Representative from Special Events.
Museum Programs Manager

The Director of Security (or his designee) will conduct emergency evacuation drills in the ALPLM as needed to ensure that the staff is aware of and trained in their responsibilities/duties. Following these drills, an evaluation will be made by Security management to the Director of Security as to the effectiveness of the plan and drill.

Staff Training Practices

Planning and practice is the key to a successful and safe evacuation. It is critical for all division managers and department heads to train their staff in a primary and alternate evacuation route for their respective work areas. An orientation should take place on the first day of employment with periodic review and must include:

- Locations of all emergency exits and stairwells and how to access them in an emergency.
- Procedures for staff members with special needs who may require special assistance in an emergency.
- The Museum's Security Control Center emergency numbers:
(Landline: 558-8988)
(Cell: 725-8479)
Library Security Desk (558-8869)
and when to call them for assistance.
- The location staff must report to for a headcount after evacuating the building.
- Any construction projects that may affect stairwell closing and egress routes.
- If staff or volunteers are working after closing, they must notify the Security Control Center and give their location and estimated departure time.

NOTE:

If a department needs help in determining evacuation routes, please contact Security Services or the Director of Security.

Security Officers General Responsibilities –

- Maintaining the alarm, fire panels and “Notifier Alarm/ Speaker System” as well as all fire suppression systems, including: alarms, extinguishers, hoses and standpipes, so that they are operating properly in the event of an emergency.
- Keeping current on the correct operation of all fire suppression systems, fire notification systems, water delivery systems
 - Understanding how they operate and other technical information needed to assist the Fire Department.
- Conducting routine visual and physical checks for obstructions possibly inserted into the hose and standpipe connections.
 - Documentation of daily cursory inspections regarding communications, exit lighting, detection and notification systems, functional hose and standpipe system secure caps, no inserted obstructions, and clear ingress and exit ways is suggested.
- Ensuring that all contractors are aware of evacuation procedures, as well as requirements for “burn” permits within the facility.
- Maintaining a Security Review of the Evacuation Plan once a year.

Security Officers Responsibilities by Post

- 1) When the fire alarms are sounded, the **Museum Patrol Officer (MP1)** will respond to Journeys 1 & 2. The Patrol Officer will assist in directing personnel to the appropriate exits and assembly areas. The Museum Patrol Officer will act as a liaison with a radio to report the status of employee personnel who have assembled, or those missing. They will ensure that personnel exiting the museum move to the assembly area and do not linger near the Museum.
- 2) The **Gateway Security Officer** will remove the gate at the turnstile and will direct personnel departing the Gateway Entrance to the Union Square Park Assembly Area. The Gateway Security Officer will assist disabled personnel exiting building. Once all personnel have departed the Museum, the Gateway Security Officer will then post in the vicinity of the sidewalk and secure the front of building from reentry.
- 3) The **Museum Patrol Officer (MP2)** will direct personnel from the back of Journey 1 and the loading dock area to exit the building to Madison Street a direct personnel to the NW corner of the Horace Mann parking lot at Madison and 7th Street assembly area. Patrons exiting the “Lincoln Eyes” Theater will exit to Madison Street and assemble at the NW corner of the Horace Mann parking lot at Madison and 7th Street assembly area. The Museum Patrol Officer (MP2) will ensure that the rollup loading dock doors are down and that all doors leading to the loading dock area are closed. Once all personnel have exited this area, the Security Officer will then post outside of the loading dock area.
- 4) The following is the “Chain of Information” should an evacuation of the Museum be necessary:
 - A. Alarm is activated.
 - B. The Security Supervisor and Control Center determine the fire and alarm locations.
 - C. The Security Supervisor instructs the Control Center to make a (911) call verifying a positive fire alarm.
 - D. The Control Center initiates the following notification tree:

| | |
|-------------------------|----------------|
| 1) ALPLM Director | (217) 558-8879 |
| 2) ALPLM Chief of Staff | (217) 785-5056 |
| 3) Director of Security | N/A |
| 4) UPS Account Manager | (217) 381-7936 |

| | |
|---|-----------------------|
| 5) IHPA Facilities Manager | (217) 280-1349 |
| 6) Acting Chief Engineer (Call Security) | (217) 558-8988 |
| 7) Front Entry Manager | (217) 280-1324 |
| 8) Museum Programs | (217) 306-6321 |
| 9) Technical Director | (217) 280-1358 |

If the fire alarms are sounded, the evacuation will continue unless the fire department gives the “All Clear”. In the event that a false alarm was activated, the Security Supervisor will place a telephone call notifying the fire department. This “False Alarm” notification may or may not stop the fire department from responding, but notify the first firefighter who arrives on the site that a false alarm was activated.

- 5) **Control Center Security Officers** are responsible for acknowledging the fire alarm panel and to ensure that the fire alarm call is made to the fire department with identification of the fire location. The Control Center will notify all Security Officers as to the location of the fire. When this is accomplished, one Security Officer will post him/herself in the hallway outside of the Security room and assist with the evacuation of personnel exiting gateway exits. The other Control Room Security Officer will monitor alarms and radio traffic and assist the Security Supervisor. When directed by a Security Supervisor, the two Control Center personnel will exit out the Gateway and assemble at the Park.

Decision to Evacuate

Procedure and Protocol –

When an emergency situation arises and the Security Department is notified either by radio, telephone or in-house alarm, an Officer and Supervisor will be dispatched to the location of the alarm or reported incident. In addition, the Security Manager, the ALPLM Director of Security and Engineer on duty or on-call will be notified and will respond if available.

Once at the incident scene, the Security Manager or (in his/her absence) the Security Supervisor will:

1. Determine the seriousness of the emergency.
2. If a senior staff member is not on site or available to assist, the Security Supervisor will make the decision regarding evacuation of the building and/or any additional measures necessary to address the emergency.
3. Request from the Duty Engineer assistance as needed such as turning on emergency lights, location of standpipes, firefighting apparatus, etc.
4. Notify Security Control Center to activate the necessary Notifier
 - a) “Notifier” is the evacuation alarm that has been installed throughout the ALPLM. It is activated from the Security Console when an evacuation is necessary. It consists of flashing strobe lights, a loud siren and a pre-recorded evacuation announcement. This system’s activation can be limited to portions of the Library and Museum or initiated throughout both buildings indicating an evacuation.
5. Notify the Security Control Center to call for an emergency response via 911.
6. Notify all Security Officers on-duty via radio to go to predetermined positions and begin the evacuation procedures as indicated in this plan.
7. Notify the Security Control Center to instruct (via radio) all other ALPLM department personnel to respond to their duties as listed in this directive.
8. Remain at the incident location (if possible) to continue evaluating the situation, updating Security Control Center personnel, and acting as the on-site liaison with emergency responders.
9. Update the Security Manager and Director of Security in person or by phone as soon as feasible.
10. Coordinate the actions of all Security Officers post-evacuation to secure the building and artifacts, including, but not limited to, the possible use of staff and volunteer personnel to assist with these duties.

Evacuation Procedures for the Union Theater

GENERAL POLICIES

Place your Nextel on vibrate and hold it **IN YOUR HAND** (if possible). This will ensure that all emergency notifications on the Nextels will be received (with the alarm sounding you will never hear your Nextel alerts even at maximum volume level).

BREAKERS (or additional ushers scheduled) should assist within the area to which they have been assigned.

The **ACTORS** will be responsible for taking both **SIGN-IN SHEETS** when they evacuate. In the event that you are in the green room when an alarm is sounded, please assist (if necessary) in making sure these sign-in sheets are taken from the building. Actors should assemble in front of the Park at the corner of **6TH AND JEFFERSON STREET (UNION SQUARE PARK)**.

UNION IN (Site Interpreter running the show)

The show will stop automatically. Lights will come up and only the normal theater exit doors will open. Assist guests in leaving the theater through these exit doors and then out the emergency exit doors to the sidewalk on Madison Street. Direct them to the **NORTHWEST CORNER** of the Horace Mann parking lot at **7TH AND MADISON STREET** – this will be your **ASSEMBLY AREA**. Stay in the theater until the last guest has exited. **CLOSE** the exit doors*, then report to the assembly area yourself. Communicate with the **UNION OUT** site interpreter to account for all employees. Communicate with all other theater staff to account for all employees as well. Notify **Shows Manager** to report that all have been accounted for (or the names and last known locations of those physically missing from the assembly area). In the event that there is no show running, the **UNION IN** should still make a check of the theater to be sure everyone is out.

UNION OUT (Site Interpreter not running the show)

Open all stanchion straps and assist Security in directing guests to use the **EAST** exit by way of the Union Theater queuing area and onto the 7th Street sidewalk. Guests should then be directed to the **NORTHWEST CORNER** of the Horace Mann parking lot at **7TH AND MADISON STREET** – this will be your **ASSEMBLY AREA**. **UNION OUT** will also assist guest with disabilities in evacuating the building. When all guests have evacuated, accompany them to the assembly area. Communicate with all other theater staff to account for all employees. Notify **Shows Manager** to report that all have been accounted for (or the names and last known locations of those physically missing from the assembly area).

NOTE:

ON DAYS WITH ONLY THREE (3) SITE INTERPRETERS WORKING, THE SITE INTERPRETER NOT RUNNING A SHOW WILL TAKE ON BOTH THE DUTIES OF “GHOST OUT” AND “UNION OUT” BY DIRECTING GUESTS OUT BOTH THE 7TH STREET EXT AND THE GATEWAY CORRIDOR AND THEN EXIT THROUGH THE GHOST QUEUEING AREA AND ASSEMBLE AT THE PARK ON THE CORNER OF 6TH AND JEFFERSON (UNION SQUARE PARK). ON DAYS WITH ONLY TWO (2) SITE INTERPRETERS WORKING, THE DUTIES LISTED UNDER “GHOST IN” AND “UNION IN” SHOULD BE EXECUTED.

**** Exit doors may or may not close automatically due to the alarm system.**

Evacuation Procedures for the Holavision Theater



GENERAL POLICIES

Place your Nextel on vibrate and hold it **IN YOUR HAND** (if possible). This will ensure that all emergency notifications on the Nextels will be received (with the alarm sounding you will never hear your Nextel alerts even at maximum volume level).

BREAKERS (or additional ushers scheduled) should assist within the area they have been assigned.

THE ACTORS will be responsible for taking both **SIGN-IN SHEETS** when they evacuate. In the event that you are in the green room when an alarm is sounded, please assist (if necessary) in making sure these sign-in sheets are taken from the building. Actors should assemble in front of the Park at the corner of **6TH AND JEFFERSON STREET (UNION SQUARE PARK)**.

GHOST IN (Site Interpreter Running the Show)

The show will stop automatically. Lights will come up and only the normal theater exit doors will open. Assist guests in leaving the theater through these exit doors (guests with disabilities should be directed to exit through the exit door closest to the OCC panel) and then out the emergency exit doors to the sidewalk on Jefferson Street. Direct them to the **SOUTHWEST CORNER** of the Horace Mann parking lot at **7TH AND JEFFERSON STREET** – this will be your **ASSEMBLY AREA**. Stay in the theater until the last guest has exited. **CLOSE** the exit doors*, then report to the assembly area yourself. Communicate with all other theater staff to account for all employees. Notify **Shows Manager** to report that all have been accounted for (or the names and last known locations of those physically missing from the assembly area). In the event that there is no show running, the **GHOST IN** should still make a check of the theater to be sure everyone is out.

GHOST OUT (Site Interpreter not running the Show)

Assist Security in directing guests to use the exit by way of the Gateway corridor and to assist guests with disabilities. After all guests have departed the plaza, the **GHOST OUT** will exit through the theater queuing area, checking for guests and **CLOSING** fire doors behind them. **GHOST OUT** will then report to the front of the Park at the corner of **6TH AND JEFFERSON STREET (UNION SQUARE PARK)**.

Communicate with all other theater staff to account for all employees. Notify **Shows Manager** to report that all have been accounted for (or the names and last known location of those physically missing from the assembly area).

NOTE: ON DAYS WITH ONLY THREE (3) SITE INTERPRETERS WORKING, THE SITE INTERPRETER NOT RUNNING A SHOW WILL TAKE ON BOTH THE DUTIES OF “GHOST OUT” AND “UNION OUT” BY DIRECTING GUESTS OUT BOTH THE 7TH STREET EXT AND THE GATEWAY CORRIDOR AND THEN EXIT THROUGH THE GHOST QUEUEING AREA AND ASSEMBLE AT THE PARK ON THE CORNER OF 6TH AND JEFFERSON (UNION SQUARE PARK). ON DAYS WITH ONLY TWO (2) SITE INTERPRETERS WORKING, THE DUTIES LISTED UNDER “GHOST IN” AND “UNION IN” SHOULD BE EXECUTED.

*Exit doors may or may not close due to the alarm system.

GUEST ENTRY MUSEUM FIRE EVACUATION PLAN

- The Team Leader should have the Team Leader Checklist secured to a clipboard for evacuation purposes. The checklist will be used to verify that all members of the Guest Entry Team make it out of the museum and to the designated meeting area.
- Cashiers will take their keys out of their cash drawers before evacuating.
- The Gateway Security Officer (G1) will remove the barrier rail and podium and place them off to the side.
- The Gateway Security Officer (G2) will close the coat check door before evacuating. Guests are to exit immediately and ***not*** stop to claim personal items.
- All Guest Entry Staff and guests are to meet at the corner of Sixth and Madison streets. If due to inclement weather, the Manager on duty and Security may designate a different location until the Museum is cleared.
- Guest Entry staff will advise and assist guests in their immediate areas and along their evacuation routes to exit the building.
- If a Guest Entry staff member is in either the 2nd or 3rd floor break room during an emergency, he/she should use the nearest stairwell and exit the museum through the north side Employee Entrance/Exit. The designated meeting place for employees exiting through the north side is the Horace Mann parking lot.

VOLUNTEER STAFF MUSEUM FIRE EVACUATION PLAN

Volunteers shall exit according to the location of their work assignment. Since volunteers are not regularly scheduled in the library, Volunteer Services Department staff will take the list from the volunteer office in an emergency for staff accountability purposes.

Volunteers assigned to the Plaza Directory will be responsible for the daily assignment list. The list will be on a clipboard at the Gateway desk on the left-hand side (as you face the desk). In an emergency/evacuation, the volunteer will pick up the clipboard before exiting the building. He/she will take it to the assigned assembly area across the street from the Museum.

Volunteers:

- When an alarm sounds, volunteers will assist Security in getting visitors out of the building in an orderly manner through designated emergency exits.
 - Once volunteers have exited the museum, they will remain with the guests at designated assembly areas until the “All Clear” is given.

Education:

- When an alarm sounds, Attic Staff #1 will monitor the doorway to assure that children are accompanied by parent/s.
 - Attic Staff #2 will lead guests through The Café’s Courtyard exit to the assembly area in the Park at 6th and Jefferson.
 - Attic Staff #1 will verify that the attic is clear and close the doors upon exiting the area.

Fire Evacuation Plan for the Museum Store

The Manager on Duty in the Museum Store will:

- Alert guests in the Museum Store that there is an emergency and that they must evacuate the Museum immediately.
- Direct the Guests in the Museum Store to the South exit doors (double doors), through the Plaza of the Museum and across the street to the Park.
- Check all outlying areas of the store for guests and staff to be certain that everyone is out of the Store (this includes the office, stockroom and electrical room).
- Make sure that all cash drawers are in the “sign on” position and that all drawers are shut.
- Make sure that all Office doors are shut and locked.
- Make sure that the safe door is shut and locked.
- Use the “One-Minute Huddle” procedure to be certain that all staff members are accounted for.
 - Be aware of any staff members who are on break or who left the store prior to the fire alarm.
 - All staff members outside of the store when the alarm sounds are to follow the guests to the nearest exit.
 - Once outside of the building, the Museum Store Staff members should go to the Park to be accounted for by the Manager on Duty.

The Manager on Duty is not responsible for:

- Helping guests outside of the Museum Store to safety (that responsibility falls on Security).
- Holding merchandise for guests who are shopping in the store when the alarm sounds.
- Getting coats for guests who want their belongings prior to exiting the building.
- Locating ALPLM Staff members outside of the Museum store when the alarm sounds.

Fire Evacuation Plan for Museum Café

The Manager on Duty in the Café will:

- Alert guests in the Café that there is an emergency and that everyone must evacuate the café immediately.
- Direct the Guests to the patio, where they can exit through the patio gate door to Union Square Park across Sixth Street.
 - The North exit door of the Café may also be utilized for the evacuation to assemble at Union Square Park across Sixth Street.
- 1) If the customers have received their food order, they are allowed to take it with them.
- 2) Food orders will cease at time of an emergency notice.
- 3) Prior to leaving the Café, the Manager (or his/her designee) will:
 - a) Secure their cash registers
 - b) Shut off all gas valves
- All Café Employees will exit through the patio exit gate.
 - a) Café Staff will re-enter through the Madison Street employee entrance.
 - b) Guests will re-enter through the front entry of Museum.

NOTE:

Security Officers will ensure that no one is allowed into the café until their employees are back on station.

Facilities Rental

After-Hours Events

After normal business hours, visitors still on site are generally attending events. These events may include (but are not limited to) large parties in the library and plaza area, or throughout the museum. Several different protocols have been developed based upon the specific event. Keep in mind that not all emergencies can be planned for in advance, but these protocols are designed to evacuate the buildings as quickly and safely as possible using existing exits.

Large Parties: These events generally consist of over 250 people and are held in the Library Atrium, Multi-purpose Room, or in the Museum Plaza area. If an evacuation in the museum is necessary, the South Main Entrance and North Employee Entrance Door will be utilized as the main evacuation routes. The emergency stair/exits throughout the building will also be utilized as needed. If the event is occurring throughout the museum, pre-established protocols will be followed. It is the responsibility of the Event Coordinator from the responsible department to ensure cooperation by the contracted staff and the museum staff hired to work the event. The name and cell phone number of the Event Coordinator shall be furnished to the ALPLM Security Control Center prior to each event. The library will follow the existing evacuation plan.

Small Parties: These events generally consist of less than 250 people and could take place in the Library or the Museum Plaza Area. During these events, the main point of evacuation will usually be the South Door, which remains open throughout the event. However, if circumstances prevent the use of that exit, the emergency exits will be utilized. During any other, smaller event in the ALPLM, guests will be directed to the nearest emergency exit by Security personnel, assisted by the ALPLM event staff. It is the responsibility of the Event Coordinator from the responsible department to ensure cooperation by the contracted staff and the Museum staff hired to work the event. The library will follow the existing evacuation plan.

After 5:00 P.M. Event Security Responsibilities (Rentals/Special Events):

Prior to the event, the Security Supervisor will meet with Security Officers to review the emergency evacuation plan for the ALPLM. Security's responsibilities will include:

- Unlocking main entrance doors when necessary.
- Directing guests from the ALPLM out of the designated exits.
- Directing guests to the front of the Library or Museum assembly area.
- Conducting a security sweep throughout the museum and/or library.
- Securing the exits and prohibiting reentry into the Museum.
- Prior to each event, the on-duty Event Security will meet with other contract staff supervisors and review the emergency evacuation plan and the location of the emergency exits. In addition, the Event Security will ensure that catering carts or other supplies/equipment do not obstruct any emergency exit or staircase in the buildings. The catering staff supervisor will be instructed to stop food and beverage service if any emergency event takes place and an evacuation is ordered.
- Prior to each event, the on-duty Event Security will meet with any contracted or staff coat check personnel. They will be informed that, during an emergency, all open coat checks will be immediately closed and secured. Checked items will not be returned until the "All Clear" is given by the Security Control Room.
- Prior to each event, the on-duty Event Security will, if necessary, meet with museum staff who are working during the event. The Event Security will review with Security staff that, in the event of an emergency evacuation, they are responsible for walking through the exhibits or Journeys for which they are stationed and direct guests away from the emergency and towards the nearest emergency exit. They should *only* enter the exhibits or

Journeys if it is safe to do so. During the security sweep, if they observe any guests requiring assistance, they should notify Security Control Center via radio, telephone, or contact a Security Officer at the nearest assembly area.

- The on-duty Security Control Officers respond to any emergency, evaluate the emergency, order the level of evacuation, and request the fire department or other necessary first responders.
 - In addition, the Security Control Officers will direct the Security Officers in clearing all other floors in the buildings including, but not limited to, the housekeeping, engineering staff and volunteer staff.

Severe Weather Procedures

During the period from 1950 -1999, Illinois ranked number 9 in frequency of tornados among U.S. states. The Disaster Center ranks Illinois at number 6 in terms of tornado threats, based upon frequency, likelihood of injuries, and estimated property damage. In addition to tornados, there is also a risk of flooding and severe winter storms that could cause power outages and hamper or even prevent travel on the roads. Therefore, you should take the threat of severe weather very seriously and be prepared to respond immediately when necessary.



LIBRARY WEATHER EVACUATION

THE APPROPRIATE WEATHER EVACUATION PLAN IS POSTED IN THE BREAK ROOMS & BASEMENT.

| | |
|---|---------------------|
| Library Security Desk – | 217-558-8869 |
| Museum Security Control Center – | 217-558-8988 |
| Cell Phone – | 217-725-8479 |

Whenever severe weather dictates the need to move visitors and staff to secure areas, the Security Director (or designee) will make that decision. **If the City of Springfield activates the weather sirens, evacuation to safe areas is mandatory. Visitors wishing to leave shall be allowed to do so at their own risk.**

Whenever a decision has been made to move visitors and staff to a secure area in the Library, the following will occur:

- The **Library Security Officer** (seated at the front desk) shall make a Public Address (PA) system announcement directing visitors and staff to move to the south atrium area for evacuation to a designated secure area due to weather conditions.
 - The Security Officer shall remain near the front desk entrance to direct visitors and personnel to the basement secure area.
 - The Security Officer shall secure the front doors.
 - Visitors/members of the public arriving at the Library during the evacuation shall be admitted and instructed to move to the basement.
 - The Security Officer shall remain at the front desk area and, when necessary, take cover inside the locker area by the front desk.
- The **Library Security Officer**, using the Velocity system, shall lock open the Library basement doors to allow access to the basement for evacuating staff and visitors.
- As a backup, a **Museum Control Center Officer** shall ensure that the Library basement doors are locked open to allow entrance into the basement by evacuating employees and visitors.
- If available, additional arriving **Security Officers** shall assist in directing the visitors and personnel to the basement secure area and assist in keeping visitors and personnel calm and in the secure area away from the library stacks.
- The **Library Security Officer** shall communicate with the Control Center for weather reports and updates.

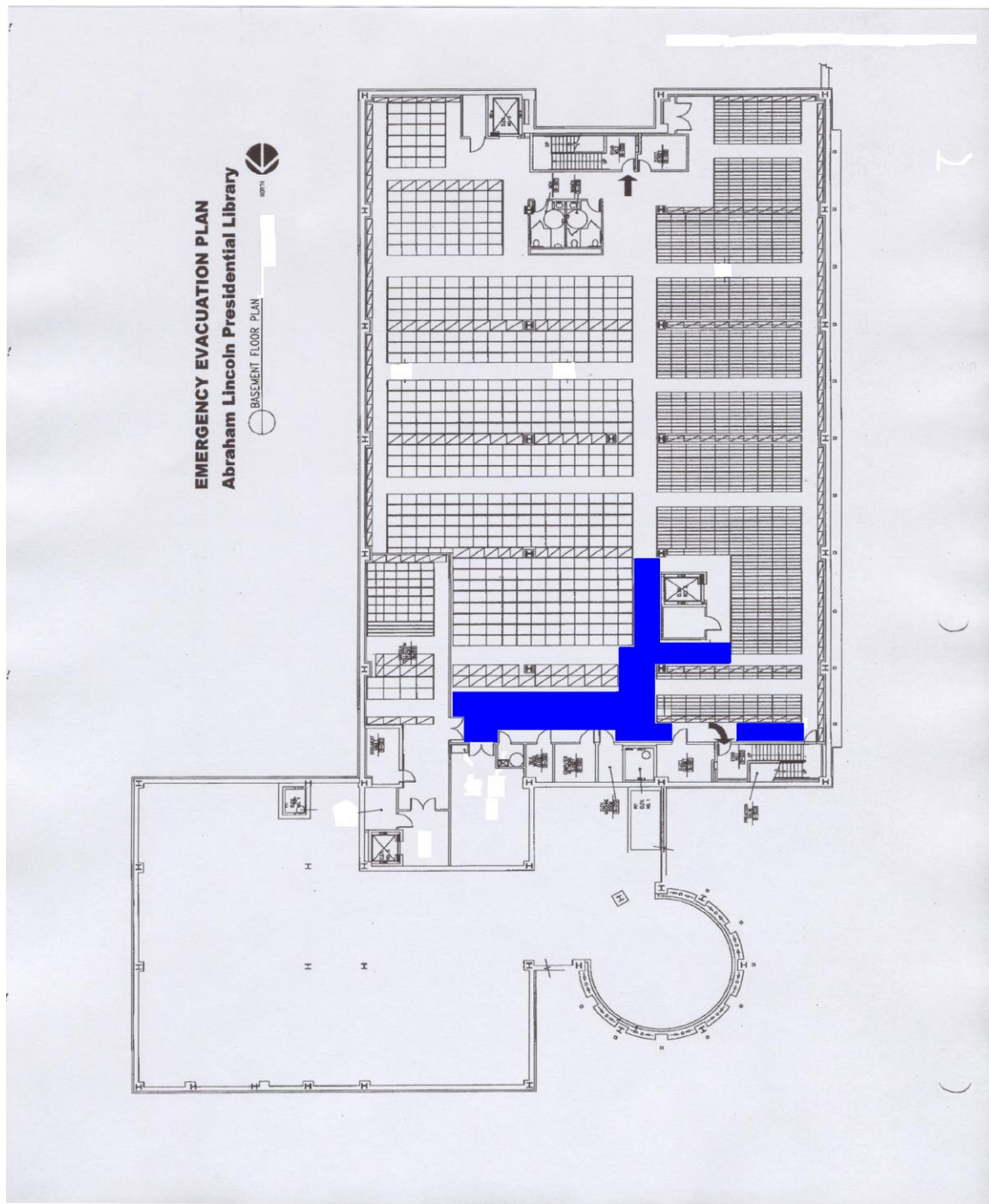
Weather Assembly Areas: Library

- Basement/stacks area. **Do not use the vault area.**

Notes:

- Do *not* stand or gather near windows.
- If overcrowding occurs in the secure areas, Library staff shall contact the Library Security Officer.
- Whenever possible, Security personnel shall provide updates to staff and visitors in order to help keep everyone calm and informed.
- The “All Clear” will be given by the Security Director (or designee). Security Officers will immediately return to their duty stations.
- Prior to giving the “All Clear”, allow the Library floor staff to return to their work areas.

- Visitors shall remain in the secure area until the Library staff is in place. Visitors will be allowed to continue their visit to the Library once all safety and security issues are resolved.
- After the “All Clear”, the Library Security Officer (using the Velocity system) shall relock the Library basement doors.
- The Deputy Director will notify Chris Wills, PIO when all is well.
- In case of a power outage, the ALPLM has an emergency generator which will supply emergency lighting and power to the ALPLM complex.



Library Interior Refuge Sites (shaded in blue)

MUSEUM WEATHER EVACUATION

THE APPROPRIATE WEATHER EVACUATION PLAN IS POSTED IN BREAK ROOMS.

| | |
|---|---------------------|
| Museum Security Control Center – | 217-558-8988 |
| Cell Phone – | 217-725-8479 |
| Library Security Desk – | 217-558-8869 |

Whenever severe weather dictates the need to move visitors and staff to secure areas, the Security Director (or designee) will make that decision. **If the City of Springfield activates the weather sirens, evacuation to safe areas is mandatory. Visitors wishing to leave shall be allowed to do so at their own risk.**

CONTROL CENTER

The Control Center shall monitor the NOAA weather radio located in the Control Center. If extreme weather is in the local forecast, a Security Officer, if available, shall be placed on “Weather Watch” outside or at the front of the Museum. If the tornado warning siren is heard or a tornado sighted, the Security Officer shall notify the Control Center, who will then activate the evacuation process to move visitors and staff to weather secure areas.

Whenever a decision has been made to move visitors and staff to a secure area in the Museum, the Control Center shall:

- Call for emergency radio traffic only.
 - The Control Center shall make a radio announcement to all Officers advising of the decision to move visitors and staff to a secure area due to weather conditions.
 - ***Always*** call the Library, via radio or telephone, to ensure the message was received.
- Make a PA system announcement directing visitors and staff to move to a designated secure area due to weather conditions.
- **Using the Velocity system, lock open the Library basement doors to allow access to the basement for evacuating staff and visitors.**
- The Control Center shall advise all Security Officers to proceed to their assigned severe weather duties (see the individual listed duties below).
- The Control Center shall then make additional appropriate notifications as soon as possible.
- The Control Center shall monitor the NOAA weather radio located in the Control Center.
- Notify the ALPLM Director (217-558-8879).
 - The Director (or Director’s designee) will alert historic site managers in the immediate area so that they can take protective actions at their sites.

Security Officers Responsibilities by Post

Whenever a decision has been made to move visitors and staff to a secure area in the Museum, the Museum Security Officers shall:

- **Museum Patrol Officer:**
 - MP1 shall go through Journey 1 and the Illinois Gallery to ensure proper evacuation and to assist in directing visitors and staff to appropriate safe areas and then go through Journey 2 and the Treasures Gallery to ensure proper evacuation and to assist in directing visitors and staff to appropriate safe areas.
- The **Gateway Officer** shall remain in the Gateway area to direct visitors and personnel to the weather secure areas. The Security Officer shall assist in securing the front (revolving) doors

and instruct the Control Center to secure the ADA doors. Citizens arriving at the Museum during the evacuation shall be admitted and instructed to move to appropriate safe areas. The Security Officer shall remain in the Gateway area and, when necessary, take cover inside the bathroom area located at the Gateway.

- The **Museum Patrol Officer (MP2)** shall direct visitors and personnel to move to the hallway leading to the employee entrance. The Security Officer shall then assist in keeping visitors and personnel calm and in the secure area.
- Additional **Security Officers** shall assist in directing visitors and personnel to move to the weather secure areas and then assist in keeping visitors and personnel calm and in the secure areas.
- The **Shift Supervisor** shall assist wherever needed and direct the actions of the Security Officers.

Weather Assembly Areas: Museum

- Hallway on each side of the Union Theater
- Hallway outside of Holovision exit
- Holovision pre-show area
- Inside Holovision Theater
- Bathrooms at front entry area and by Café
- Hallway by Café back to double doors leading to loading dock

Notes:

- Do **not** stand or gather near windows.
- If overcrowding occurs in the secure areas, Museum staff shall contact a Museum Security Officer.
- Whenever possible, Security personnel shall give updates to staff and visitors in order to help keep everyone calm and informed.
- The “All Clear” will be given by the Security Director or designee. Security Officers will immediately return to their duty stations.
- Prior to giving the “All Clear”, allow Museum floor staff to return to their work areas.
- Visitors shall remain in the secure area until the Museum staff is in place.
 - Visitors will be allowed to continue their visit of the Museum once all safety and security issues are resolved.
- The Deputy Director will notify the Public Information Officer when all is well.
- In case of power outage, the ALPLM has an emergency generator, which will supply emergency lighting and power to the ALPLM complex.

EMERGENCY EVACUATION PLAN **Abraham Lincoln Presidential Museum**

First Floor Overall Plan

Evacuation Assembly Area

Upon exiting the Museum from the northeast portion of the Museum, employees & patrons should go to the northwest corner of the Horace Mann parking lot.

Weather Emergency Safe Areas
 The shaded areas are the weather safe areas which have been approved by the Springfield Fire Dept. Whenever possible use the safe areas of Holavison, Holavison Pre-Show, and the hallway outside Holavison & Treasures Gallery first.

Evacuation Assembly Area
 Upon exiting the Museum from the northwest portion of the Museum, employees & patrons should go to the northeast corner of Union Square Park.

Evacuation Assembly Area

Upon exiting the Museum from the southeast portion of the Museum, employees & patrons should go to the southwest corner of the Horace Mann parking lot.

Evacuation Assembly Area

Upon exiting the Museum from the southwest portion of the Museum, employees & patrons should go to the southeast corner of Union Square Park.

Museum Interior Refuge Sites (shaded in blue)

UNION STATION EXTREME WEATHER PLAN

THE APPROPRIATE WEATHER EVACUATION PLAN IS POSTED IN THE BREAK ROOMS & BASEMENT.

| | |
|---|---------------------|
| Museum Security Control Center – | 217-558-8988 |
| Cell Phone – | 217-725-8479 |
| Library Security Desk – | 217-558-8869 |

- Do **not** use the elevator during extreme weather.
- Whenever possible, stay away from windows.
- Do **not** go outside unless it is necessary to evacuate the building.
- Once at the weather safe area, do **not** leave until the “All Clear” has been given or circumstances require.

WEATHER SAFE EVACUATION AREAS

- The first floor area just beneath the mezzanine
- The first floor family assist bathroom located beneath the mezzanine
- The first floor men’s bathroom (main area - not the entry area) located beneath the mezzanine

WEATHER SAFE ROUTES

Basement:

- Stay in the basement.

First Floor:

- East End- move towards the center of the first floor and go to an evacuation area.
- West End- move towards the center of the first floor and go to an evacuation area.

Mezzanine:

- Go to the stairway located at the southwest corner of the mezzanine.
- Go down the stairs to the first floor and proceed to an evacuation area.

Second Floor:

- Do **not** use the center stairs.
- East End- go to the east end stairway and go down the stairs to the first floor.
 - Move to the center of the first floor and proceed to an evacuation area.
- West End- go to the west end stairway and go down the stairs to the first floor.
 - Move to the center of the first floor and proceed to an evacuation area.

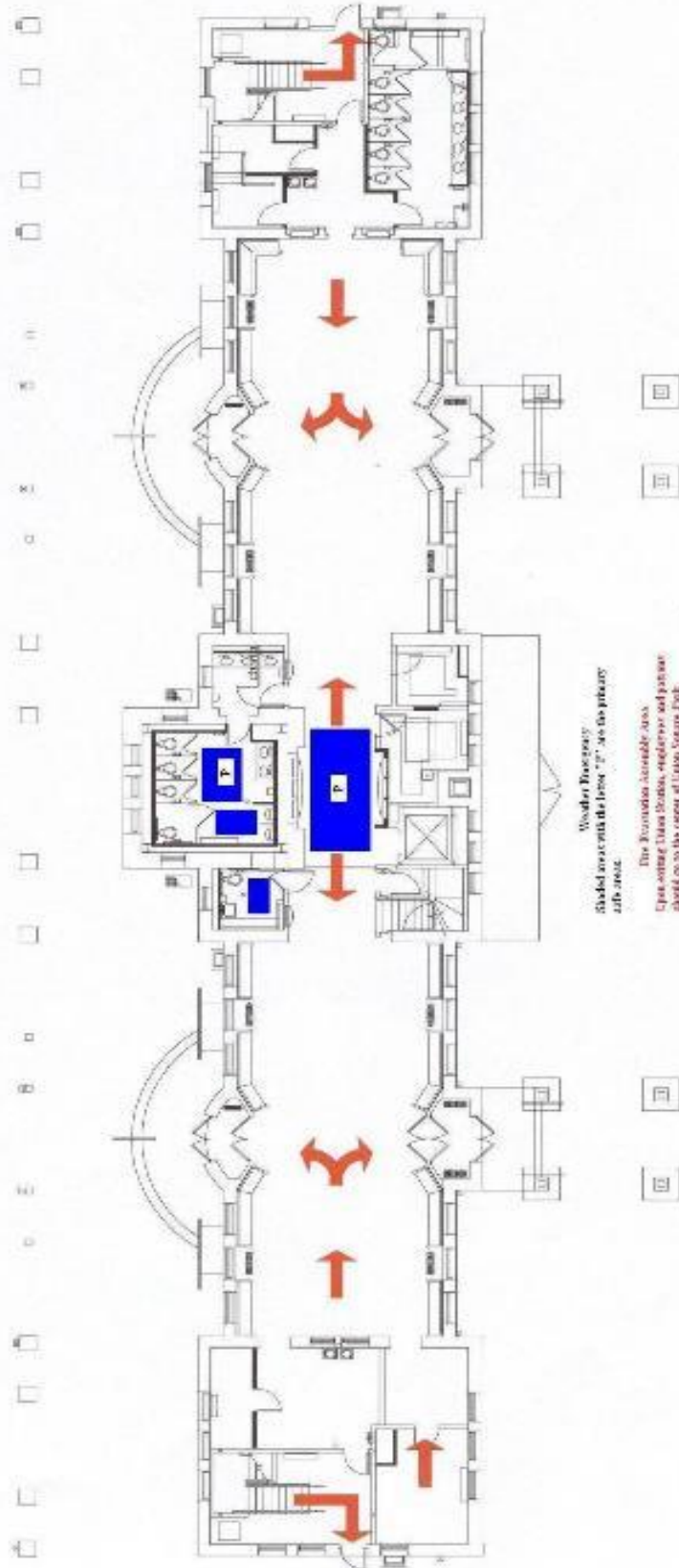
Bell/Clock Tower:

- Go down the spiral stair case to the second floor.
- Go to either the east end or west end stairways and go down the stairs to the first floor.
 - Move to the center of the first floor and proceed to an evacuation area.

In case of power outage, the ALPLM has an emergency generator, which will supply emergency lighting and power to the ALPLM complex.

EMERGENCY EVACUATION PLAN

Union Station



Union Station Interior Refuge Sites (shaded in blue)

Weapons/Emergency Lockdown Procedures



MUSEUM

- When a person displays or fires a weapon in the Museum, it is the responsibility of Security to do the following:
- The Control Center Officer will immediately call 911.
- The Control Center Officer will immediately, via the intercom, make the following announcement:
 - **“MR. GREEN, PLEASE COME TO THE OFFICE.”**
 - All employees will know Mr. Green is the code word “Man/Woman with a gun.”
- The Control Center will notify the Library of the situation and the Library will be locked down.
- The Control Center, when possible, will send a Security Officer to Union Station to make notification and to put that building on lock down as well. If that is not possible, call the Foundation Office at 558-8-8852 or 557-6251).
- If an employee other than a Security Officer observes a shooter or person with a gun, he/she should call Security Control at 558-8988 as quickly as possible (while moving toward an area of safety).
- **During this type of incident, the goal is to get people away from the suspect(s) and out of the building whenever possible. If that is not possible, a lock down will assist in keeping the suspect(s) from gaining access to additional victims.**

If you are in the area where the shooting has occurred or is occurring, you will have to determine the best course of action based upon the specific circumstances. It is best to get away from the area and the suspect(s) whenever possible, but we do not want to send people into harm’s way.

Employees/Volunteers on the second and third floors will lock their offices/areas and remain inside until notified that it is safe to exit (this includes any visitors and/or vendors on the second and third floors).

Security Officers will be pre-assigned to the following tasks (the location and actions of the person with the gun will determine the appropriate action of either a lock down or an evacuation):

- Mrs. Lincoln Attic to escort everyone out of the building
- Journey 1 & Journey 2 locking both entrances and exits
 - Journey 1 patrons will be moved to the area of the Lincoln/Douglas debate exhibit.
 - Evacuation may be made from this area via the halfway exit door (i.e., the door to the left of the entrance of the Law Office) leading to the hallway by the entrance to the Café or via the exit (i.e., the door to the right of the entrance of the Law Office) leading to the loading dock hallway.
 - Journey 2 patrons will be moved to the area of the Civil War within four minutes.
 - Evacuation may be made from this area via the exit to Jefferson Street or via the halfway exit door leading to the hallway between the Treasures Gallery and the Plaza. Once in this hallway, exits may be made via either the Jefferson Street doors (by the exit of Journey 2) or through the Plaza area.
- The Illinois Gallery entrance and exit will be locked down.
 - Illinois Gallery patrons will be moved to the area by the West emergency exit.
 - Evacuation may be made from this area via the emergency exit and through the Café patio area onto 6th Street.
- The Holovision & Union Theaters will be locked down.
 - Holovision evacuation will be via the emergency exit located in the pre-show area or the exits leading to the Jefferson Street elevator area. Both exits open onto Jefferson Street.
 - Union Theater evacuation will be via either the entrance or exit door (see below).
 - Entrance Door: exit to the left and go out the exit doors leading to 7th Street.
 - Exit Door: exit to the right and go out the exits doors leading to Madison Street.
- People located in the Plaza, Gift Shop and/or Café will be instructed to exit the building via all exits away from the area where the suspect is located.

All locked down areas will remain locked down until the “All Clear” is announced.

If the evacuation process was implemented, after exiting the Museum, move away from the Museum and do not return until it is safe.

LIBRARY PROCEDURES

When a person displays or fires a weapon in the **Museum**, the Library Security Officer will announce that the building is on lock down due to an emergency in a nearby building and the main entrance doors shall be locked.

All locked down areas will remain locked down until the “All Clear” is announced.

UNION STATION PROCEDURES

When a person displays or fires a weapon in the **Museum**, the Control Center (when possible) will send a Security Officer to Union Station and the building will be placed on lock down. If a Security Officer is unavailable, the Control Center will call Union Station to advise of the emergency.

All locked down areas will remain locked down until the “All Clear” is given.

LIBRARY

- When a person displays or fires a weapon in the Library, it is the responsibility of Security to do the following:
- Immediately call 911.
- Immediately, via the intercom, make the following announcement:
“MR. GREEN, PLEASE COME TO THE OFFICE”
 - All employees will know Mr. Green is the code word “Man/Woman with a gun.”
- Security will lock down the Library and, as soon as possible, notify the Control Center of the situation.
- If an employee other than a Security Officer observes a shooter or person with a gun, he/she should call Security Control at 558-8988 as quickly as possible (while moving toward an area of safety).
- **During this type of incident, the goal is to get people away from the suspect(s) and out of the building whenever possible. If this is not possible, a lock down will assist in keeping the suspect(s) from gaining access to additional victims.**

If you are in the area where the shooting has occurred or is occurring, you will have to determine the best course of action based upon what is occurring. It is best to get away from the area and the suspect(s) whenever possible but we do not want to send people into harm’s way.

Employees/Volunteers on all floors will lock their offices/areas and remain inside until notified that it is safe to exit (this includes any visitors and/or vendors).

The location and actions of the person with the gun will determine the appropriate action (either a lock down or an evacuation).

- Basement: Persons located in the basement should remain there.
 - Evacuation may be via the stairway located at the south end of the basement. This leads to the south outside door of the Library.
- First Floor: Employees shall lock their offices/areas and remain inside until notified that it is safe to exit.
 - Evacuation may be via the Employee Entrance, south door, or the loading dock door.
- Second Floor: Employees shall lock their offices/areas and remain inside until notified that it is safe to exit.
 - Evacuation may be via the south Library stairs or the north Library stairs (located by the Bridge door).
- Third Floor: Employees shall lock their offices/area and remain inside until notified that it is safe to exit.
 - Evacuation may be via the south Library stairs.

All locked down areas will remain locked down until the “All Clear” is announced.

If the evacuation process was implemented, after exiting the Library, move away from the Library and do *not* return until it is safe.

MUSEUM PROCEDURES

When a person displays or fires a weapon in the **Library**, the Control Center will announce that the building is on lock down due to an emergency in a nearby building and the main entrance doors shall be locked.

All locked down areas will remain locked down until the “All Clear” is announced.

UNION STATION PROCEDURES

When a person displays or fires a weapon in the **Library**, the Control Center (when possible) will send a Security Officer to Union Station and the building will be placed on lock down. If a Security Officer is unavailable, the Control Center will call Union Station to advise of the emergency. Calls shall be made to the Foundation Office 558-8852 or 557-6251.

All locked down areas will remain locked down until the “All Clear” is given.

UNION STATION

When a person displays or fires a weapon in the Union Station, it is the responsibility of Security to do the following.

- Immediately call 911.
- Immediately notify, by appropriate means, employees (Foundation Office 558-8852 or 557-6251) and visitors of the emergency situation.
- If an employee other than a Security Officer observes a shooter or person with a gun, call Security Control at 558-8988 as quickly as possible (while moving toward an area of safety).

During this type of incident, the goal is to get people away from the suspect(s) and out of the building whenever possible. If this is not possible, a lock down will assist in keeping the suspect(s) from gaining access to additional victims.

If you are in the area where the shooting has occurred or is occurring, you will have to determine the best course of action based upon what is occurring. It is best to get away from the area and the suspect(s) whenever possible but we do not want to send people into harm's way.

The location and actions of the person with the gun will determine the appropriate action (either a lock down or an evacuation).

- Basement: Individuals located in the basement should remain there.
 - Evacuation may be via the stairway located at the south end of the basement.
 - This leads to the center of the first floor and exits may be made through main floor entrances.
- First Floor: People located on the first floor of the Union Station should exit the building via one of the four main entrances or one of the two employee entrances.
- Mezzanine: Individuals located on the mezzanine should go into the break room and secure the door.
 - Evacuation may be via the stairway.
 - This leads to the center of the first floor and exits may be made through main floor entrances.
- Second Floor (office area): Employees shall lock their offices/areas and remain there until notified it is safe to exit.
 - Evacuation may be via the east or west end stairways.
 - At the bottom of the stairways, exit to the outside.

All locked down areas will remain locked down until the “All Clear” is given.

If the evacuation process was implemented, after exiting Union Station, move away from Union Station and do not return until it is safe.

MUSEUM PROCEDURES

When a person displays or fires a weapon in **Union Station**, the Control Center will announce that the building is on lock down due to an emergency in a nearby building and the main entrance doors shall be locked.

All locked down areas will remain locked down until the “All Clear” is announced.

LIBRARY PROCEDURES

When a person displays or fires a weapon in **Union Station**, the Library Security Officer will announce that the building is on lock down due to an emergency in a nearby building and the main entrance doors shall be locked.

All locked down areas will remain locked down until the “All Clear” is announced.

Bomb Threat/Suspicious Package Procedures



Bomb Threat

It is the policy of the Abraham Lincoln Presidential Library and Museum that all responses to bomb threats and/or suspicious packages be conducted systematically, efficiently, and in a manner that gives primary consideration to the protection of human life. All responses will be conducted in conjunction with the Illinois State Police.

- A **Bomb Threat** is defined, in part, as a condition that exists when a device is suspected to be at a given location.
- A **Bomb Emergency** is defined as a condition when a suspected or actual explosive device has been located or has been detonated.

When the ALPLM Security Control Center (217-558-8988) is notified of the existence of a suspicious device, the Security Supervisor will ensure that Security Officers are immediately dispatched to the location of the device and that the Illinois State Police are notified of the situation.

Do NOT Touch Or Move The Suspicious Device/Package!

If a real or suspicious device has been discovered, the Security Supervisor will proceed with the immediate evacuation of the device's location. If circumstances dictate, the entire building will be evacuated (evacuation routes are the same as for fire evacuation). The Security Supervisor or Director of Security and the on-site ALPLM Administrator will confer with the Illinois State Police to determine the appropriate course of action. The Security Supervisor will adjust the area of the evacuation and perimeter based upon the direction of the Illinois State Police Commander at the scene. If necessary, the Illinois Secretary of State Police Bomb Technicians will respond to assist in determining the potential explosive power. The Illinois State Police Ordinance Disposal Unit will respond to assist in the disarming or removal of the device.

There are several ways the ALPLM may receive a bomb threat:

- From the suspect
- From an ALPLM employee
- From a third party
- From an outside agency (FBI, State Police, etc.)

General Information:

- Respond calmly to the call.
- If telephone system allows, start recording the call.
- On all bomb threats, regardless of the caller, gather as much information as possible. (See list of questions below.)
- The caller may be the suspect, even if the caller states otherwise.
- Never assume the bomb threat is false.
- If possible, have another Security Officer listen in on the call.
- If the caller is the suspect, try to keep him/her on the line as long as possible and start a trace (if appropriate).
- Inform the caller that the building is occupied and a bomb detonation could cause death and/or serious injury. If the caller does not want to cause death or injury, this statement may result in the caller giving you more information.
- Write down **every** word spoken by the caller. Use the caller's actual words/phrases/statements.
- The more technical the caller is, the more likely the bomb threat is real.

Questioning of the Caller:

The following questions shall be asked. Security Officers and employees shall use the Bomb Threat Data Form card to assist in the questioning of the caller (see below) and shall document the answers to the questions. This is not an all-inclusive list.

- Which building is it in (the Library, the Museum, or the Union Station Parking Garage)?
- When is the bomb going to explode?
- Where is it right now? Get an exact location and be as specific as possible (i.e., above the ceiling tiles or behind the boiler).
- What does it look like?
- What kind of bomb is it?
- What will cause it to explode?
- Did you place the bomb?
 - Why?
- What is your address?
- What is your name?

Special Questioning Instructions

- Ask the normal questions as if you were speaking to any other caller.
- Try to gain the suspect's confidence and try to keep him/her calm.
- During the conversation try to ask for his/her name, even if it is only a first name, his/her address, and a call back number. Although it is highly unlikely the suspect will answer, if asked during other type of questioning, it is possible the suspect may inadvertently answer the question.
- Listen for the suspect's tone, nature, and character of voice.

Special Instructions:

- Get the *exact* wording of the threat.
- Try to determine the sex and race of the caller.
- If the voice is familiar, who does it sound like?
- Note any special characteristics of the caller's voice: excited/calm, accent, speech difficulty, and so forth.
- Always listen for and note background noises.
- Note the telephone line, the time of the call, and the length of the call.

Notification:

- Shift Supervisor
- Security Operations Manager
- ALPLM Director
- Police & Fire when authorized

Evacuation:

If it is determined that it is necessary to evacuate the building(s), the Emergency Evacuation Plan shall be followed.

News Media:

- Do not acknowledge that a bomb threat has been received. Refer them to the ALPLM Press Information Officer (PIO).

Suspicious Package

If you receive an unexpected or unsolicited mail that has one or more of the following characteristics:

- Foreign mail, air mail, and special delivery
- Restrictive markings such as “Confidential”, “Personal”, and so forth
- Excessive postage
- Handwritten or poorly typed addresses
- Incorrect titles
- Titles but no names
- Misspelling of common words
- Oily stains or discolorations
- No return address
- Excessive weight
- Rigid envelope
- Protruding wires and tinfoil
- Excessive securing materials such as masking tape, string, and so forth
- Visual distractions

Do NOT open the letter or package and contact the ALPLM Security Control Center (558-8988) immediately.

If a letter or package is opened and it contains either a threat or unknown substance, contact the ALPLM Security Control Center immediately. The Illinois State Police will be notified and will respond and determine the appropriate course of action.

If contact is made with an unknown substance:

- Isolate the area immediately.
- Wash your hands with soap and warm water.
- Stay in a secure room and restrict your movements.
- Do not brush the substance from your clothing.
- If possible, remove affected clothing and isolate it for further investigation/analysis.

Bomb Threat Data Form

Questions to ask:

1. When is the bomb going to explode? _____
2. Where is it right now? _____
3. What does it look like? _____
4. What kind of bomb is it? _____
5. What will cause it to explode? _____
6. Did you place the bomb? _____ If so, why? _____
7. What is your name? _____
8. What is your address? _____

Exact wording of the threat: _____

Caller's Voice: (circle all that apply) Calm / Nasal / Angry / Stutter / Excited / Lisp / Slow / Rapid / Raspy / Deep / Soft / Loud / Crying / Accent / Ragged / Distinct / Laughter / Normal / Clearing Throat / Slurred / Disguised / Whispering / Deep breathing / Cracking voice

If voice is familiar, who does it sound like? _____

Background sounds: (circle any that apply) Street noise / Voices / Factory machines / Music / Crockery / Clear / Static / Motor / Animal noises / PA system / Local / Phone Booth / Long distance / House noises / Office machinery / Other _____

Threat Language: (circle any that apply) Well-spoken / Incoherent / Foul / Taped / Irrational
Prepared message read by threat maker

Remarks: _____

Received by: _____ **Position:** _____

Telephone Number: _____

Date: _____ **Time:** _____ am/pm

Leaks/Spills Procedures



Follow these steps when you discover and/or are notified of a leak, spill, or suspicious substance.

Do **NOT** touch or attempt to clean up leaks, spills, or suspicious substances if you are unsure of their chemical components. Hazardous materials can cause serious personal injury and irreparable damage to property and the environment. Instead, notify the appropriate party as directed by the client.

If the leak, spill, or suspicious substance appears to be non-hazardous:

- Barricade the area, if possible.
- Notify maintenance personnel.
-
- Note the event in your daily activity report (DAR) and complete a Special Occurrence Report if necessary.

If the leak, spill, or suspicious substance appears to be hazardous:

- Notify maintenance personnel.
- Contact your Shift Supervisor.
- If possible, evacuate personnel from the area and put barricades around it.
- If necessary, be prepared for evacuation of the building and the notification of 911.
 - When evacuating personnel, do not evacuate the personnel through the affected area.
 - If a threat notification has been received and a suspicious substance is found, the building will be evacuated and 911 notified.
 - If the leak, spill, or suspicious substance cannot be contained (this includes the smell), the building will be evacuated and 911 notified.
 - If personnel start experiencing respiratory difficulties and/or become ill, the building will be evacuated and 911 notified.
- Note the event in your daily activity report and complete a Special Occurrence Report.

Notes:

- Do **not** attempt to contain or clean up leaks or spills of hazardous or unknown substances.
- If you or anyone else becomes exposed to hazardous materials, call 911 for assistance.
- **Caution:** Materials should not be handled and should *never* be flushed into the sewer.

MISSING CHILD & FOUND CHILD ACTION PLANS



PART I – MISSING CHILD ACTION PLAN

It is the policy of the Abraham Lincoln Presidential Library and Museum that all reports of a lost or missing child be taken seriously, with search efforts conducted systematically and effectively. Coordination shall be at the direction of ALPLM Security in cooperation with ALPLM staff on duty.

MISSING (meaning “LOST”) CHILD ACTION PLAN

If a STAFF or VOLUNTEER is notified of a missing (lost) child, he/she shall immediately notify ALPLM Security by telephoning 217-558-8988, via Nextel, or by alerting the nearest Security Officer.

ALPLM Security shall perform the following:

1. Obtain a complete description of the child and immediately broadcast it over the radio.
 - a) Name, age, height, weight, hair color, eye color, sex, clothing child is wearing and anything else to assist in identifying the child.
2. The ALPLM Security Center shall immediately dispatch two Officers, one to monitor each exit (at the museum main entrance). Officers will monitor patrons exiting the museum and will speak with any patron leaving with a child and will attempt to ascertain if the child belongs with him/her.
3. Notify all staff and volunteers on duty (including the Museum Store and the Café Staff).
4. A complete sweep of the Museum and or Library will be made by ALPLM Security under the direction of the Security Manager.
5. If the sweep does *not* locate the missing child, the Security Manager (or his Designee) will Notify the Springfield Police immediately.
6. ALPLM Director or Chief of Staff will also be informed that the Police are in route.

PART II – FOUND CHILD ACTION PLAN

FOUND CHILD ACTION PLAN

1. It shall be the policy of the Abraham Lincoln Presidential Library and Museum that, if parents are not immediately found in the area of a child, that all found children are to be escorted to Mrs. Lincoln’s Attic.
 - a) The Library will utilize the Security Desk during Found Child situations.
2. Security will immediately notify (via radios and Nextel phones) all Staff, Volunteers, Museum Store and Café employees of the found child.
3. In the event that the found child’s parent or guardian cannot be located, ALPLM Security shall notify the Springfield Police Department.
4. ALPLM Director or Chief of Staff will also be notified that the police are in route.

General Expectations



General Issues

- All UPS Security Officers must be at their posts at the beginning of their scheduled shifts and must not leave their posts until the next scheduled Security Officer has arrived to relieve them and been informed of any and all pertinent issues/information necessary to complete their duties.
- All UPS Security Officers are required to be in *full uniform* (per dress code) while on the customer's property.
- Uniforms must be kept cleaned and pressed and shoes shined.
- UPS Security Officers must consume food/beverages when and where circumstances allow (i.e., eating or drinking does not interfere with or distract you from your duties).
- The ALPLM break areas may be used by Security Officers. Officers using these areas are expected to help ensure that these areas are kept clean and orderly at all times and to respect the property of other employees.
- The employee's work area shall be kept clean and free of clutter. Prior to leaving work, Security Officers shall ensure that the work area is clean and that all items used during their shift have been put away.
- UPS Security Officers must remain on post and readily accessible at all times, except when leaving to take a restroom break.
- Personal radios, televisions, CD players, computers, and other electronic devices are not permitted while on duty without client authorization.
- All logs/records must be completed as instructed for each shift, with no exceptions.
- The use of personal cell phones, pagers, etc. within ALPLM buildings, while the Security Officer is on his/her assigned post, is prohibited.
 - These items shall either be turned off or placed in the vibrate mode.
 - These items may be used when the employee is on a break or has received permission from his/her Shift Supervisor.
 - Exceptions: Deputy Chief of Security Operations, Shift Supervisors, and exceptions granted by the Deputy Chief of Security Operations or a Shift Supervisor.
- Employees who need to be reached in cases of emergencies should give out the Control Center telephone room.
- Personal phone calls must be kept to a minimum and must not distract you or prevent you from performing your duties.
- All other UPS Security employment policies and client policies and procedures must be adhered to at all times.
- During any and all emergencies (including false alarms), the client representatives must be contacted *immediately*.

Customer Service Responsibilities

All UPS Security Officers are required and expected to provide the highest quality of customer service possible at all times. This includes behaviors/activities such as (but not limited to):

- Making eye contact with employees, contractors, and visitors
- Smiling and offering polite greetings, using proper titles (e.g., Sir, Ma'am, Mr., Mrs., Ms., etc.)
- Practicing "Active Listening" at all times
- Prioritizing your duties to ensure that maximum efficiency is maintained
- Providing timely and accurate information upon request
- Remaining observant and aware of your surroundings at all times
- Focusing on your customers first and foremost and never becoming distracted by irrelevant/unsubstantial concerns
- Maintaining a professional demeanor at all times, even when faced with difficult situations (e.g., verbal/physical threats or other imminent emergencies)
- Answering telephone calls in a timely manner and providing a professional, friendly greeting
- Maintaining a clean, orderly work station
- Remaining aware of your posture, facial expressions, and other nonverbal behaviors

UPS Security Officers will receive training and testing on Customer Service Issues.

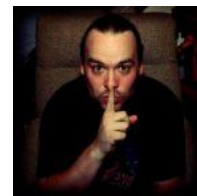
Media Relations

At no time are UPS Security employees permitted to make comments to members of the media. This includes confirming or denying rumors, accusations, speculations, charges, statements, etc. Refer all questions or requests to ALPLM management, but do **not** provide contact numbers unless specifically directed to do so by our client representatives.



Confidentiality

UPS Security Officers are expected to protect the confidentiality of fellow employees and the employees of the State of Illinois. Never disclose proprietary information **of any kind** without express, documented approval of your supervisor and designated representatives of ALPLM. This includes (but is not limited to): financial information, ALPLM security policies and procedures, UPS Security policies/procedures, ALPLM operations of any nature, and business issues, policies, or procedures of the client and/or their representatives. If there is any doubt about your authority to pass along information, **always** confer with your supervisor prior to acting.



Smoking Policies



Smoking is prohibited within the ALPLM buildings.

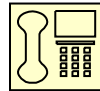
Employee smoking is allowed only in the following area:

- Outside the employee entrance doors (15' away from doors)

Cigarette butts, matches, and so forth shall be disposed of by placing them in the designated receptacles.

Employees are only allowed to smoke while on break. Smoking is prohibited while performing assigned duties.

Telephone Etiquette/Technique



- When answering the telephone, identify yourself by the following phrase: “ALPLM Security, Officer (your name), May I help you?” Speak in a moderate tone of voice; be courteous but businesslike.
- Always remember that, in using the telephone, you are acting as a representative of ALPLM.
- When taking messages, telephone numbers and/or addresses should be repeated until you are certain they are correct. Ask the other person to spell out names of persons and streets. Thank the caller (or person called) for the information received. Follow through and make sure that the message is delivered promptly to the proper person.

NOTE: Keep personal calls to a minimum.



Radio Procedures

- Radios will be used in a courteous, respectful, and professional manner at all times. Remember that it is possible for your radio transmissions to be overheard by others outside of the Security team. The use of foul, offensive, abusive, or blasphemous language is strictly prohibited. Radios are to be used only for company business purposes, *not* for gossip or other unauthorized purposes. All radio problems are to be reported to your Shift Supervisors.
- Violations of this policy will result in disciplinary action, up to and including termination of employment.

Site Familiarity

- All new Security Officers will be thoroughly trained on the layout of the museum and library buildings, as well as the adjacent parking garage and Union Square facilities once they are assigned to this location.
- It is *your* responsibility to know the premises thoroughly. Check carefully through the following list and, if there is anything you are not familiar with, ask your supervisor.

You Should Know:

- Where all stairways and doors lead
- The locations of all fire and emergency exits
- The location of fire alarm boxes

- The location of all telephones
- The location of emergency fire-fighting equipment (such as chemical fire extinguishers, water pails, and other devices)
- The location of light switches, so that if an emergency requires, you can turn on the lights in any part of the premises without delay
- The location of fuse boxes, power control switches, sprinkler valves, hydrants and other controls relating to the machinery within the premises (in case of a fire or other emergency)

NOTE: It is often important that Officers are able to direct other personnel to these devices without delay. You should know how to operate fire equipment and devices that you might need to use in case of an emergency.

Equipment Use

Restrictions

- No UPS Security or ALPLM equipment shall be used by any employee/person for any purpose not directly related to the performance of assigned duties (unless authorized).
- No UPS Security or ALPLM equipment shall be removed from the building and/or taken home without prior authorization.
- No UPS Security or ALPLM equipment shall be used for personal use/gain.
- No games, software, hardware, and so forth may be installed, added, downloaded, executed, or otherwise introduced to any UPS Security or ALPLM computer or equipment without authorization.
- UPS Security and ALPLM equipment, desks, work surfaces, chairs, and so forth are not to be used as foot rests or otherwise misused, damaged, or abused.

Logging Onto Equipment/Passwords

- Employees shall log on and log off of any equipment that has been set up to use passwords in order to access either the equipment and/or software programs.
- Employees shall not allow others to use their passwords to log on, unless authorized by the Shift Supervisor.
- Employees shall log off equipment/software programs when not in use.
 - This means during breaks, meals, and at the end of their workday.

Computers

The ALPLM computer system has been designed for, but not limited to, the following purposes:

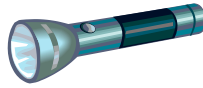
- Official business purposes
- To assist the employee in the performance of day-to-day duties by providing hardware, software, and business applications

The ALPLM computer system is **not** to be used for the following (not all-inclusive):

- Personal use
- Games
- Purposes other than official business

The adding of software, hardware, or any personal electronic device to ALPLM computers is prohibited unless authorized. This includes plug and play hardware and software. Using/playing CDs, DVDs, USB storage devices, and floppy disks are prohibited.

Problems with the ALPLM computer system shall be immediately reported to the Shift Supervisor who shall take appropriate action to correct the problem. This may include contacting the Information Services employees.



Flashlights

Flashlights are to be carried by all Security Officers. Flashlights are to be picked up at the start of your shift and turned back in at the end of your shift.

Other Equipment

Only authorized equipment may be used and/or carried by UPS employees.

Weapons

In order to provide for a safe work environment, Security Officers are prohibited from having weapons, with the exception of weapons issued for duty purposes, in the ALPLM buildings. Legally authorized law enforcement personnel are exempt from this policy.

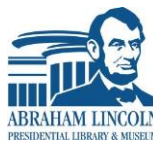
Weapons include (but are not limited to) the following:

- Firearms of any type
- Hunting-type knives
- Swords
- Bow and arrows
- Any type of weapon designed for/used for offensive/defensive purposes

Weapons do ***not*** include items such as:

- Kitchen utensils
- Scissors, letter openers, nail files
- Small pocket-type knives
- Box openers, utility knives

Please contact a Shift Supervisor if you have any questions pertaining to this policy.



ALPLM Post Duties

Control Center

The Control Center is the base of all security activity for the ALPLM. Employees working in the Control Room must be alert at all times. Due to this fact, the Control Room is not an area for socializing or taking breaks.

The following is a list of duties to be performed by Control Center personnel. Due to the nature of this position, this list cannot be all-inclusive.

Start of Shift:

- Obtain a briefing from the Security Officer being relieved.
- Conduct a security check of the Control Center.
 - Doors/windows properly secured and/or working
 - Damaged/missing items
 - Fire extinguishers present and in proper working order
 - Alarms properly activated and/or deactivated
 - Safety concerns (i.e., loose carpet, water on floor, etc.)
 - A.E.D. & D.V.R. checks
- Note the locations of emergency exits

During Shift:

- Monitor radio communications.
 - Check radio communication with on-shift personnel.
- Dispatch Security Officers when necessary.
- Answer the Control Center telephone.
- Monitor alarms for the Museum and the back door and vault alarms for the Library.
 - Arm & disarm security systems (doors, cases, squealers, and motion).
 - Monitor Library alarms when the Library Security Officer is unavailable.
- Monitor CCTV for the Museum/Library/Union Station/Union Square Park.
 - Check the CCTV camera operations.
 - Monitor cameras on Journeys 1 & 2, Illinois Gallery, and Treasures Gallery
- Monitor staff & visitors to ensure compliance with rules & regulations.
- Complete the DAR (Daily Activity Report) for each shift.
 - Enter appropriate information in the Pass-on Log when required.
- Complete the Alarm & Camera reports when necessary.
- Makes notifications of emergency services (Police/Fire/EMS).
 - Makes notifications to staff members of emergencies.
- Makes notifications to staff for package pickups and visitor arrivals.
 - Monitor vehicle traffic in the loading dock area.
- Open the Cash Room door when required.
 - Escort personnel to the Cash Room.
- Monitor the NOAA weather radio.
- Complete Special Occurrence Reports as soon as possible, when appropriate.
- Make the Museum closing announcement.
- Playback and/or record requested video history.

Employee Entrance **

The Employee Entrance position is responsible for the security at the back door and the loading dock area.

The following is a list of duties to be performed by Employee Entrance personnel. Due to the nature of this position, this list cannot be all-inclusive.

Start of Shift:

- When appropriate, obtain a briefing from the Security Officer being relieved.
- Conduct a security check of the Employee Entrance.
 - Doors/windows properly secured and/or working
 - Damaged/missing items
 - Fire extinguishers, standpipes, hoses
 - Alarms properly activated and/or deactivated
 - Safety concerns (i.e., loose carpet, water on floor, etc.)
- Note the locations of emergency exits.

During Shift:

- Monitor the rear entrance and loading dock area (inside & outside).
- Sign in visitors and delivery personnel.
 - Log vehicle plate numbers.
- Assist in the receiving of deliveries for the ALPLM.
 - Write the date & time on any packages left in the dock area. After 24 hours, any packages still remaining in the dock area will be secured by ALPLM personnel.
- Assist staff members and volunteers.
- Assist visitors coming to the rear entrance.
- Provide security for the Employee Entrance area.
- Keep the double doors by the loading closed as much as possible.
- Outside overhead doors are not to be opened without a Security Officer being present.
- The loading dock ramp will **not** be operated by Security personnel.
- Sign state vehicles out and in to state employees.
- Report appropriate incidents/information as soon as possible to the Control Center & Shift Supervisor.
- Complete Special Occurrence Reports as soon as possible, when appropriate.
- Other duties as assigned

End of Shift:

- Brief the oncoming Security Officer.

**** NOTE:** Currently this position has been eliminated. The duties have been absorbed by the Museum Patrol Officers and the Control Officers. This information is included in case this position is restored in the future.

Gateway

The Gateway position is the first area where visitors to the Museum will have contact with staff members and Security Officers. This is a highly visible position and the Security Officers must conduct themselves in a professional manner at all times.

The following is a list of duties to be performed by Gateway personnel. Due to the nature of this position, this list cannot be all-inclusive.

Start of Shift (When Museum is opened to public):

- When appropriate, obtain a briefing from the Security Officer being relieved.
- Conduct a security check of the Gateway.
 - Doors/windows properly secured and/or working
 - Damaged/missing items
 - Fire extinguishers, standpipes, hoses
 - Alarms properly activated and/or deactivated
 - Safety concerns (i.e., loose carpet, water on floor, etc.)
- Note the locations of emergency exits.

During Shift:

- Monitor the front entrances of the Museum (inside & outside).
- Monitor/observe visitors.
 - When necessary, inform visitors of regulations pertaining to large items being carried into the Museum, food & drink in the Museum, and picture-taking policies.
- Monitor the ticket sales area.
 - Only authorized personnel are to be in the ticket sales area.
- Assist staff members and volunteers.
- Assist visitors.
- Provide security for the Gateway area.
- Call for the Supervisor or Control Center personnel for cash escorts.
- Report appropriate incidents/information as soon as possible to the Control Center & Shift Supervisor.
- Complete Special Occurrence Reports as soon as possible, when appropriate.
- Other duties as assigned

End of Shift:

- Check for any persons remaining in the Gateway area.
- Brief the oncoming Security Officer.

Museum Patrol

The Museum Patrol position is responsible for the security of various valuable artifacts within the Journeys and the walking patrol of the outside of the ALPLM.

The following is a list of duties to be performed by Museum Patrol personnel. Due to the nature of this position, this list cannot be all-inclusive.

Start of Shift (When Museum is opened to public):

- When appropriate, obtain a briefing from the Security Officer being relieved.
- Conduct a security check of the Journeys.
 - Doors/windows properly secured and/or working
 - Damaged/missing items
 - Fire extinguishers, standpipes, hoses
 - Alarms properly activated and/or deactivated
 - Safety concerns (i.e., loose carpet, water on floor, etc.)
- Note the locations of emergency exits.
- Assist in the opening of Union Station.

During Shift:

- Monitor the Plaza area.
 - Monitor/observe visitors.
 - Advise/remind visitors of the “no pictures or food & drink policies”.
 - Assist staff members and volunteers.
 - Assist visitors.
- Monitor the Journey 1 & 2 areas and display cases.
- Monitor the Treasures Gallery.
- Monitor the Holovision Theater
- Monitor the Small Lincoln Theater.
- Monitor the Mrs. Lincoln’s Attic area.
- Monitor the Illinois Gallery.
- Monitor the Union Theater.
- Monitor the Café & food court and bathroom areas.
- Monitor the Employee entrance area to loading dock area to kitchen area.
- Conduct an inside patrol of the Museum, at least twice per shift.
 - Patrols must include the 2nd & 3rd floors and stairways, fire extinguishers/alarm pull stations, exit doors, and card readers.
- Conduct outside patrols to include Union Square Park, Union Station, and the parking garage.
 - The interior of Union Station will be checked hourly to ensure the safety of employees.
- Report appropriate incidents/information as soon as possible to Control Center & Shift Supervisor.
- Complete Special Occurrence Reports as soon as possible, when appropriate.
- When requested, escort staff to their vehicles.
- Other duties as assigned

End of Shift:

- Check for any persons remaining in the Journeys and lock the doors.
- Brief the oncoming Security Officer.

Library

The Library position is responsible for greeting visitors and guests, the security of the Library, and the patrol of various areas of the Library.

The following is a list of duties to be performed by Library personnel. Due to the nature of this position, this list cannot be all-inclusive.

Start of Day Shift:

0900 Hours:

- Retrieve keys from the Shift Supervisor or Control Center.
- Ensure that you have all necessary equipment (flashlights, radios, Nextel, people counter, keys, and so forth) and that it is in good working order.
- Activate the Velocity computer and the DAR computer.
- Turn on the lights for the 1st and 2nd floors.
- Check the catwalk (bridge) door to ensure that it is secure.
- Check the CVR unit located in room 1002 to make sure that the green & yellow lights are on.
- Check the AED and first aid kit.
- Maintain the proper amount of reference materials for the general public.
- Allow access to employees & volunteers via the front doors (they should have ID badges).
- View "Pass-on" information and new memos.
- Start a DAR to log the shifts' activities.
- Security Officer's personal items are to be stored in the locker #1

0900 Hours:

- Open the front doors with the key located on the master key ring in the top drawer of the filing cabinet by the desk.
- No food or drink is allowed in the Library.
- Greet visitors and guests at the main entrance desk.
- Visitors must obtain a key from the Officer if they need to use a locker.
- Start counting visitors using the people counter.

General Day Shift Duties:

- Sign for packages from FedEx and UPS.
- Deliveries at the loading dock will require the Security Officer to go to the dock and disarm the alarm and wait for the completion of the delivery. Employees will usually let you know that they are expecting a delivery and they will come and sign for it.
- Gilson's Inc. will deliver paper products to the employee entrance and a Security Officer will have to sign for it.
- Monitor/observe visitors.
- Answer telephone calls.
- Tow vehicles when necessary.
- Visitors doing research in the Steve Neil Reading Room may have bags, purses, and computers. Large items need to be secured in a locker.
- Assist staff members; if a staff member needs to be notified, check for his/her number in the white folder located at the desk.
- Monitor the Library alarms, CCTV cameras, and Steve Neil Reading Room book alarms.
 - Whenever possible, the Security Officer should be at the desk at all times.
- Log daily activities on the DAR.
- Other duties as assigned

End of Shift:

- Check the DAR for spelling & punctuation errors and save it to the Library folder on the computer.

Additional Duties:

- Via CCTV, ensure that the vault is secure and the alarm is activated; note it on the DAR.
- Place traffic cones in Reserved parking spaces one & two when required.
- Be aware of the engineers on duty, their work hours, and how to contact them.
- Unlock the following areas Monday – Friday:
 - Main reference room (1st floor)
 - Lincoln Collections Office
 - Multi-purpose Room (2nd floor west door)
- When required, allow Pepsi-Cola access to the 3rd floor to fill the soda machine.
- Other duties as assigned

Union Square Park

The Control Center is responsible for the security of the park.

The following is a list of duties to be performed by Control Center. Due to the nature of this position, this list cannot be all-inclusive.

Start of Shift:

- Conduct a security check of the park.
 - Damaged/missing items
 - Safety concerns (i.e., loose bricks/concrete/benches, trip hazards, etc.)

During Shift:

- Monitor/observe visitors via the CCTV system.
- Provide security for the park
- Dispatch the Patrol Officer to conduct periodic “walk-throughs” of the park for security and safety concerns.
- Report appropriate incidents/information as soon as possible to the Shift Supervisor.
- Complete Special Occurrence Reports as soon as possible, when appropriate.
- Other duties as assigned

Union Station Exhibit Area

The Union Station Officer is responsible for the security of the inside and outside areas of the Union Station.

The following is a list of duties to be performed by Union Station Officer. Due to the nature of this position, this list cannot be all-inclusive.

Start of Shift:

- Conduct a security check of the Union Station.
 - Damage/missing items
 - Safety concerns (i.e., loose bricks/concrete/benches, trip hazards, etc.)
- Unlock the north east doors during normal business hours.
- Assist in opening the Ticket Office in required.

End of Shift:

- Assist in closing the Ticket Office.
- Lock the doors at end of normal business hours.

The following is a list of duties to be performed by Control Center personnel. Due to the nature of this position, this list cannot be all-inclusive.

During Shift:

- Monitor/observe visitors on the main floor and the outside areas of the building via the CCTV system.
- Dispatch the Patrol Officer to conduct periodic “walk-throughs” of the exterior station areas for security and safety concerns.
- Report appropriate incidents/information as soon as possible to the Shift Supervisor.
- Complete Special Occurrence Reports as soon as possible, when appropriate.
- Other duties as assigned

Supervisor

The Supervisor position is a management-level employee responsible for the supervision of Security Officers and the enforcement of rules and regulations.

The following is a list of duties to be performed by Supervisor personnel. Due to the nature of this position, this list cannot be all-inclusive.

Start of Shift:

- Obtain a briefing from the Supervisor or Lead Officer being relieved.

During Shift:

- Supervise the Security Officers.
- Assist in relieving Security Officers for breaks & lunches.
- Assist the Security Account Manager.
- Assist ALPLM staff and volunteers.
- Assist Security Officers whenever the situation dictates.
- Assist visitors.
- Review Special Occurrence Reports and DARs for completeness.
- Assist in scheduling Security Officers.
- Complete evaluations of Security Officers.
- Other duties as assigned

End of Shift:

- Brief the oncoming Supervisor or lead officer.

Access Control Policies & Procedures



Access Badges



DEPARTMENT OF SECURITY

ID Card & Key Issuance Application

Complete the following and return to Director of Security or Deputy Chief of Security Operations.

Full Name: _____

Date of Birth: _____

BY APPLYING FOR A KEY & ACCESS CARD, YOU AGREE TO THE FOLLOWING:

- You accept the responsibility for the access card & key(s) issued to you.
- Replacement cards & keys will be at your expense.
- You will not loan your access card or key(s) to anyone at any time.
- You will not transfer ownership of your access card or key(s) to anyone.
- If your access card or key(s) is lost or stolen you will notify the Director of Security.
- You will ensure any door/area you access is relocked and/or secured before leaving the area.
- You will immediately report any violation of these policies to the Director of Security.
- All access cards and key(s) are the property of the State of Illinois and must be returned upon leaving employment.

Your signature below acknowledges you have read & understand and will adhere to the above policies.

Employee Signature: _____ Date _____

The sections below will be completed by the employee's supervisor:

This section will allow the user entry into the appropriate employee entrance (s), every day general areas.

| | | | | | |
|-------------------------|--|---------------------|--|------------------------|--|
| Library Employee | | Museum Employee | | Union Station Employee | |
| Library/Museum Employee | | Lib/Mus/US Employee | | | |

This section will allow the user entry into the appropriate employee entrance and other areas specific for their assigned duties.

| | | | | | |
|----------------|--|----------|--|-----------------|--|
| Administration | | Cafe | | Engineers | |
| Gift Shop | | IHPA | | IHPA Foundation | |
| Maintenance | | Security | | Tech & Exhibits | |
| | | | | | |

This section adds additional entry rights to a user's card.

| | | | | | |
|-------------------------|--|---------------------|--|-------------------------|--|
| A/V Stacks | | Actor | | Bridge | |
| Bureau Of Tourism | | Contractor | | Curator Office | |
| Green Room & Stage | | Intern | | Library Basement Stacks | |
| Lincoln Basement Stacks | | Looking For Lincoln | | Manuscripts Stacks | |
| Microfilm/Newspaper | | Papers of Lincoln | | Parking Garage | |
| Reference Workroom | | Special Events | | Temp | |
| Volunteer (No Entry) | | | | | |

AUTHORIZATION

Supervisor's Signature: _____ Date _____

| | |
|-------------------------|--|
| Date Card/Key(s) Issued | |
| Keys Issued: | |
| Revised 07-07-09 | |

Backpacks/Large Bags/Diaper Bags/Large Purses

ALL items larger than 11" x 16" x 8" must be checked in the coat check. If at all possible, try to inspect the item before it is checked.

We have a box, located just behind the front ticket counter, into which an item may be placed to see if it exceeds the size limits (the box is attached to the counter). Items exceeding the size limits must be checked in the coat check. Only the straps may stick out of the top of the box. Security Officers may allow items to pass which are only 1 or 2 inches too large.

- Diaper bags, which exceed the limits, must be stored beneath the strollers or checked in at the coat check. If it is stored beneath the stroller, it needs to be inspected.
- Backpacks are not allowed in the Museum (a backpack is any item being carried or worn as a backpack).
- Backpack *purses* may not be worn in the Museum unless over one shoulder and if they do not exceed the size limits.
- Purses exceeding the size limits (11" x 16" x 8") are not allowed in the Museum.

Procedure:

- Individuals with items which appear to exceed the size limits should be advised that the items need to be checked in at the coat check.
- If the person states the item does not exceed the limits, and it is not an unauthorized item (see above), the item shall be placed into the box. If it fits, it will be allowed into the Museum. If it does not fit, it must be checked in at the coat check.
- When checking items, the item is to be placed carefully into the box, not stuffed/pushed down into the box.
- **Do NOT try to check ALL items. Check ONLY items that appear to exceed the limits.**

Photography & Video and Cellular Telephone Guidelines

Guests: Guests may take pictures and shoot video and use cellular telephones **ONLY** in the Gateway, the Plaza, Mrs. Lincoln's Attic, the café, and Union Station.



News Media: News media may take pictures and shoot video in the Gateway, the Plaza, Mrs. Lincoln's Attic, and Union Station. They may also take pictures and shoot video in the Journeys with prior approval and provided that only existing light is used.

Photography, video recording, & cellular telephone usage are prohibited in the following areas:

- Holovision Theater
- Union Theater
- Treasures Gallery
- Illinois Gallery
- Both Journeys 1 and 2

Note: Texting is allowed

Exceptions to the above may be granted by Museum staff.



School Tours

School tours are scheduled through the Springfield Convention and Visitors Bureau and the students are admitted into the Museum free of charge. One chaperone per ten students is also admitted free of charge. Prior to the visit to the Museum, the school is sent a package explaining the rules and regulations pertaining to their visit to the Museum.

Students and chaperones will be wearing the same colored stickers to help ensure identification of the students and chaperones.

Below is a summary of the rules and regulations sent to the school:

Museum

- Backpacks and large bags are not allowed into the Museum. Backpacks, large bags, umbrellas, etc. must be left on the bus or checked in at the coat room.
- Headsets, personal stereos, and other electronic devices must be left on the bus or checked in at the coat room.
- As a sign of respect, please remove all hats.
- No food, beverages, candy, and/or gum are allowed in the Museum. The Museum is a smoke free facility.
- Students need to use quiet voices while in the Museum.
- Photography is only allowed in the Gateway and Plaza areas and Mrs. Lincoln's Attic.
- Do not touch the exhibits.
- Chaperones must remain with their assigned students at all times.

Museum Store

- If a school does not allow their students to make purchases while on field trips, they should exit the Museum through the turnstiles and not through the Museum Store.
- Students must be with chaperones.
- Students are not allowed to re-enter the store or Museum with purchases from the Museum Store.

School groups waiting for their bus to pick them up may wait inside the Gateway area during inclement weather and if they are quiet. If the group starts to get loud (and the weather allows), the group will be asked to wait outside.

Problems with School Groups

If a school group is causing problems and/or not following the rules & regulations established for school groups, please contact the person in charge of the front end. You may also be requested to complete a "School Tour Incident Report".



After-Hours Events

Due to the popularity of the Abraham Lincoln Presidential Library & Museum, it is a desirable location for business meetings, conferences, receptions, dinners, and other events. Although the vast majority will be held after normal business hours, there will be some held during normal business hours. Events held during normal business hours cannot interfere with the normal public operation of the Library & Museum.

Persons/corporations/businesses/clubs etc. who rent the ALPLM are required to complete a rental agreement which addresses the rules and regulations of the ALPLM.

As an event draws near, a worksheet for the event will be sent out by the Facility Rental Coordinator. This shows the event name, date & times of the event setup, date and starting & ending times of the event, equipment needs, show needs, and so forth. It also shows the name of the event coordinator and the event contact person.

The scope of event will dictate the number of Security Officers that are required in order to provide security.



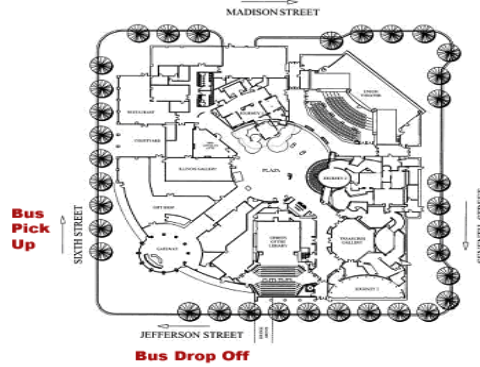
Animals

Animals are prohibited in the Library and Museum unless it is a “Service Animal”.

The Americans with Disabilities Act defines a service animal as any guide dog, signal dog, or other animal individually trained to provide assistance to an individual with a disability. If the animal meets this definition, the ADA considers the animal a service animal, regardless of whether the animal has been licensed or certified by a state or local government.

A service animal is not a pet. If you are not sure, you may ask the person who has the animal if it is a service animal required because of a disability. If they say the animal is a service animal, it must be allowed in.

A service animal may be excluded if the animal is disturbing others and/or disrupting our operations. Examples include; barking, defecating/urinating inside the building, damaging property, snapping/biting at others, and so forth.



Parking

Loading Zones

Parking in the loading zone on Madison Street is restricted by city ordinance to 45 minutes. There are two reserved spaces for management.

Parking in the loading zone on 7th Street does not have a time restriction.

Reserved Parking

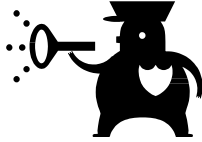
Various parking spaces have been designated for certain employees/special guests. These spaces are to be used only by those assigned and/or those granted special permission.

Vehicle Towing

Vehicles illegally parked in the Library parking lot may be towed. Prior to towing a vehicle, the person assigned to the parking space or a senior staff member must request the vehicle to be towed. Security Officers must contact their Shift Supervisor for permission to tow the vehicle. All vehicles being towed must be logged and entered on the DAR.

Parking Garage

The parking garage is managed by a private contractor. There are some employees/volunteers who have permission to park in the parking garage. All others parking in the garage must pay for their parking.



Patrol Rounds

Security Patrols are an important duty for Security Officers. The following are guidelines and procedures to follow:

- Be aware and observant. Use your professional presence to promote security and to discourage unacceptable activity. Avoid establishing predictable patrol patterns. Vary what you do on patrol so you can observe the entire area.
- Always have a flashlight available while on duty. A power failure during the day can make the interior of a building totally dark.
- Be aware of your surroundings.
- Use common sense to prevent injury. Do not “clown” or fool around while on duty.
- Use equipment properly and safely.
- Make sure the premises are secure.
- Use all your senses to alert you to anything unusual or different. Remember to look in all directions (up, around, on the ground, to the side) while patrolling. Some important items to look for include:
 - Unlocked doors, gates, or other kinds of enclosures
 - People in unexpected places or restricted areas
 - Intruders or suspicious persons
 - Employees disregarding company rules
 - Leaks or spills
 - Cracked pipes
 - Suspicious packages
 - Unusual noises
 - Unusual odors
 - Temperature changes
 - Burned out lights
 - Unusual shadows
 - Broken fences or gates
 - Malfunctioning equipment
- If you discover something unusual or out of the ordinary that qualifies as an emergency, follow **Emergency Responses** for the following:
 - Fire
 - Person(s) who are ill or have had an accident
 - People trapped inside elevators
 - Leaks and spills
- If you encounter an unidentified or suspicious person while on Patrol:
 - Approach the person, trying not to startle him, identify yourself, and ask the person for identification, finding out why he/she is in the building. For example, say:

“Excuse me, I am Officer Taylor and I am patrolling this area. My orders state that I should check the identification of anyone in the building after hours and find out why he is here. May I please see your identification and ask why you are here?”

- If the person has identification, note the person’s name on your notepad.
 - If he/she has company identification, assume it is valid (unless otherwise directed by client) and check it against the employee list when you return to your post.
 - Verify other types of identification (e.g., driver’s license) immediately. If possible, ask a co-worker to verify the name against the employee list or telephone book. If no one is available to help you, do it yourself.
 - If the person does not have identification, contact your supervisor or client contact for direction.
- Ask the person why he/she is in the building and how long he/she plans to stay.
- Check on the person every time you go on patrol.
 - Remind the person that you will check back periodically.
 - Ask the employee to notify you when he/she leaves.
- Put this information in the DAR if necessary.
- **If the person refuses to identify himself/herself or to explain why he/she is on the premises**, ask the person to leave and confirm that he/she leaves. Immediately notify:
 - Shift Supervisor
 - Do not use physical force to get the person to leave. If he/she won’t leave, call the police.
- Report the event. Include the following information:
 - Time you noticed the person
 - Individual’s name
 - Time the person left
 - Type of identification he/she presented
 - Area the person occupied
 - Reason for being there
 - His/her supervisor
 - Physical description
- Be alert to the presence of vagrants in entrances, stairways, on benches, and loading docks.
 - Inform vagrants that they are trespassing and ask them to leave.
 - If they do not leave, call:
 - Shift Supervisor
 - Police (if necessary)
- If you observe anything that requires maintenance, contact the maintenance personnel and/or the Shift Supervisor.
 - Note it on the DAR.
- If you find evidence of forced entry or attempted forced entry and you feel it poses an immediate threat to ALPLM assets or property, immediately contact:
 - Shift Supervisor
 - If you feel you need to examine things more closely, proceed with caution. Retreat to a safe location and call for help whenever you sense danger to yourself, others, or property.
 - Report your findings.
- If you observe any employees disregarding company policy, such as:
 - Horseplay
 - Unnecessary running
 - Disorderly conduct

- Obvious intoxication or use of illegal drugs
 - Other dangerous activity
 - Inform the employee and inform him that he/she is violating company policy.
 - Identify the employee.
 - Ask the employee for identification.
 - Ask other people in the area for that employee's name.
 - Report the event. Include the following information:
 - Employee's name
 - Location
 - Time
- Be aware of and report all potential fire or safety hazards. For example:
 - Smoking, shorting, or overheating appliances (stoves, coffee pots, percolators, microwaves, etc.)
 - Frayed wires
 - Obstructed staircases, doorways, entrances, or exits
 - Items stored in areas clearly marked as safety clear zones
 - Suspicious odors or fumes
 - Faulty fire safety equipment (e.g., hanging smoke detectors, unsealed extinguishers, taped up detectors, broken sprinkler heads)
 - Obstructed shut-off valves and switches
 - Flammable materials (outside protective areas)
 - Smoldering cigarette or cigar butts, or pipe ashes
 - People smoking near flammable materials or in non-smoking areas
 - People operating electrical equipment in areas saturated with volatile gases
 - People using steel tools near spray booths (A spark could set off a fire or an explosion.)
 - Poor housekeeping (lack of order, system, neatness, and cleanliness; litter, dust and dirt accumulation)
 - Improperly placed combustibles (oily rags and waste-oil mops, decaying organic materials, linseed oil and coal accumulation)
 - Overloaded electrical outlets
 - Boxes stacked too close to the overhead sprinkling system or to emergency exits
 - Loose boards
 - Carpet tears
 - Loose or missing handrails
 - Overhead hazards
 - Burned-out warning and exit lights
- If you discover a hazard that does not require an emergency response:
 - Put barricades around the perimeter of the hazard to alert others to the problem.
 - Call maintenance personnel.
 - Report the hazard so it will be noted on the DAR.
- If you come across a suspicious package, do **not** touch or move it. Contact your supervisor for direction.
- Note areas that require housekeeping attention

Museum Patrol Description

Interior Patrol:

- Journey 1
- Journey 2
- Illinois Gallery
- Treasures Gallery
- Holovision
- Ford Theater
- Gateway
- Retail Store
- Café
- Bridge

Exterior Patrol:

- All exterior doors and windows of the Museum, Library & Union Station
- Check for damage to building walls and retaining walls and so forth
- Check lights, flags, benches and so forth

Garage Patrol:

- Perimeter of garage and RV/bus parking lot
- All garage levels and both stairways and elevators and elevator control switches
- Gates and arms for garage and RV/bus entrances and exits
- Visual check of Museum roof

Security Personnel Sign- Off*

I have read and understand my duties assigned at ALPLM. My performance will be based on my ability to carry out the duties outlined within the generic and site-specific Security Procedures manual/Post Orders. Failure to perform duties can lead to disciplinary actions, up to and including removal from the post.

Print Name: _____

Signature: _____

Date: _____

**All Officers assigned to the ALPLM facility must sign and validate that they have reviewed and fully understand these Security Procedures and Post Orders. A copy of this acknowledgement statement will be retained in the employee's personnel file at UPS Security.*

cc: UPS Security

ALPLM Security General Training Checklist

| <u>Training Topic</u> | <u>Trainee</u> <u>Initials</u> | <u>Trainer</u> <u>Initials</u> |
|--|-----------------------------------|-----------------------------------|
| 1. The Officer understands that this site must adhere to all ALPLM and UPS Security standards and regulations at all times. | _____ | _____ |
| 2. The Officer knows where the emergency contact list is located and how and when to use it for emergency notification and maintenance concerns. | _____ | _____ |
| 3. The Officer has been thoroughly trained on how to respond to threats and disruptions in the building and how to deal with violent or threatening individuals (including firearms violations and workplace violence situations). | _____ | _____ |
| 4. The Officer is familiar with access policies pertaining to employees, visitors, contractors, etc. | _____ | _____ |
| 5. The Officer understands the media relations policies and procedures for this site, as well as the confidentiality policies for ALPLM and UPS Security. | _____ | _____ |
| 6. The Officer knows his/her responsibilities in the event of a life safety emergency, including fire alarms and/or an actual fire, tornadoes, and bomb threats. | _____ | _____ |
| 7. The Officer knows the correct evacuation routes for each building and can provide accurate directions to anyone leaving the buildings during an emergency. | _____ | _____ |
| 8. The Officer understands his/her customer service provision requirements. | _____ | _____ |
| 9. The Officer knows when and how to conduct security patrol rounds, what to look for and how to document and report problems/potential hazards. | _____ | _____ |
| 10. The Officer knows how to operate the CCTV system and is familiar with the number and scope of cameras at this site. | _____ | _____ |
| 11. The Officer is familiar with the policies and procedures pertaining to photography, videography, etc. at this site. | _____ | _____ |
| 12. The Officer understands the general duties and shift-specific responsibilities for each post at this site. | _____ | _____ |
| 13. The Officer knows the lock and unlock schedules and procedures for doors and at this site. | _____ | _____ |
| 14. The Officer knows all forms (logs, reports, sign-in/out sheets, etc.) utilized at this site, as well as how to complete them and when/how to submit them. | _____ | _____ |
| 15. The Officer knows the proper policies and procedures pertaining to after-hours at this site. | _____ | _____ |

I certify that I have been trained in all of the above procedures/policies and that I fully understand my duties and responsibilities.

Printed Name of Trainee

Date

Trainee's Signature

Printed Name of Trainer

Date

Trainer's Signature

Comments:

